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Guide to BeoPlayer and BeoPort

This Guide will give you information on how to use the BeoPlayer and BeoPort software, which is part of your Bang & Olufsen product. BeoPlayer is also available as a free download from www.bang-olufsen.com.

As the user interaction for BeoPort is similar to the one for BeoPlayer, BeoPort is only mentioned when the described operation specifically requires a BeoPort installation.

The available features and operation of the software in connection with a BeoMaster 5 and BeoSound 5 are also similar. Therefore, the sections describing operation with BeoMaster 5 only mention BeoSound 5 when the operation specifically requires a BeoSound 5 installation also.

This Guide also provides information on the use of the software with BeoSound 2, BeoSound 6 and Serenata.

Principles of operation

The control bar
The control bar allows you to activate and operate the BeoPlayer or BeoPort sources.
> Click on the Bang & Olufsen shortcut in your system tray to start up BeoPlayer.
> Move your cursor to the far right of the screen.
> Click the triangular tab to bring up the control bar.

Note that the appearance of the control bar depends on whether you have installed BeoPort or BeoPlayer.

The default sources are **N.RADIO**, **N.MUSIC**, **PHOTO** and **PC CD**. Note that only BeoPort gives you additional sources, depending on the products in your home. Refer to 'Customise the control bar' for more information.
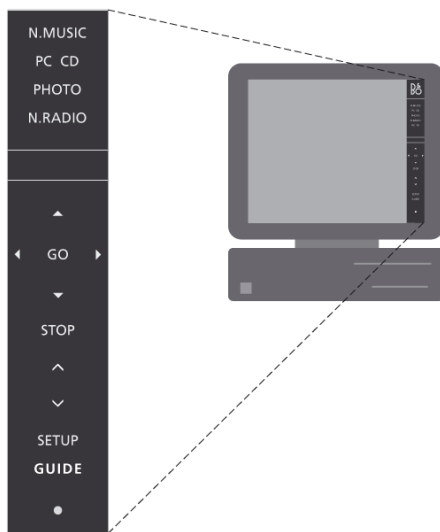
To activate a source in BeoPlayer …
> Click twice on one of the sources to make the source appear on the left of the computer screen.

When you activate a source, it appears on the control bar in red.

Control bar operation …
> Click ▲ or ▼ to step between tracks, radio stations, TV channels, photos, etc.
> Click ◄ or ► to step to the next group in the active source, or when **PC CD** is selected …
> … switch between CDs if you have two CD-rom drives or a connected BeoSound 9000 (BeoPort only).
> Click **STOP** to pause playback.
> Click **GO** to resume playback.
> Click ∧ or ∨ to adjust sound.
> To mute, click between ∧ and ∨ to mute playback. Use ∧ or ∨ to restore volume.
> Click **SETUP** to view individual options for each source.

Alternatively, the mouse can be used to select and play your content showing on the left side of the computer screen. A group in BeoPlayer is, for example, an album, a playlist, a genre or a coloured list.

> Click **INFO** to see information on the current track, radio station or photo.
> Click • to switch to standby.
> Click and hold • for 2 seconds to switch off all sources.
> Click • twice to close the control bar and the application.
> Click the Bang & Olufsen shortcut once in your system tray to re-activate BeoPlayer.

The coloured buttons which are only available on the BeoPort control bar are for playing the coloured list. Refer to 'Coloured lists' for further information.

Customise the control bar ...
The number of sources available via your control bar can be changed. You can add, delete or hide sources. Up to eight sources can be made visible on the control bar at the same time.
> Click **SETUP** to set up the control bar.
> Click **SOURCES** to add or remove sources. A list of available sources appears on the control bar. With BeoPort you have more options depending on the products present in your home.
> Click and hold on the source you wish to add from the list and drag it to the existing sources.

Under all visible sources, you can hide a second source, which is indicated by < and > around the source.
> Click on a source on the control bar and drag it to the list of available sources to remove it.
> Click **EXIT** to leave **SETUP**.

The BeoPort
control bar

The BeoPlayer control bar

The TV viewer

If your computer setup includes a BeoPort box and the computer is equipped with a TV tuner cards, the TV viewer function is available and you can watch television on the computer screen by selecting the source **PC TV**. Once the TV viewer is displayed, you can move, close or enlarge the TV viewer window.

How to move and resize the TV viewer window …
> Select the TV viewer window and drag it to move it.
> Double-click the TV viewer window to get a full-screen TV picture on the computer screen.
> Right-click the mouse to make the TV viewer window disappear from the screen – the sound is still available.
> Bring up the control bar and click on **TV** to bring the TV viewer window back.
> Drag a side of the TV viewer window to enlarge the TV viewer proportionally in a 4:3 picture format.

Select sound mode …
You can select specific sound modes for the TV channels or select AV stereo sound for audio or video sources.

Mono, stereo or language …
If additional sound modes are available …
> Click **SETUP** then **SOUND** on the control bar to change the current sound mode.
> Click **SOUND** repeatedly to switch between the available sound modes, mono or stereo.
> Click **SETUP** to be able to select a sound mode.

If no alternative sound modes are available, you will not experience any difference.
> Click **EXIT** to leave **SETUP**.

Select AV stereo sound …
If you select a video source on the control bar, you can choose to receive stereo sound via BeoLink for this particular source. Simply use the **AV** button located under **SETUP** in the control bar.
> Bring up a source – click on e.g. **DTV.**
> Click **SETUP** to be able to select AV sound.
> Click **AV** to select AV sound, e.g. stereo sound.
> Click **AV** again to return to mono sound.
> Click **EXIT** to leave SETUP.

Remote control

If you have BeoPort installed together with an IR receiver, you can use either Beo4 or Beo5 to operate the available sources in your system.

On Beo4 …

> Press **RADIO** to switch on the radio.
> Press **TV** to watch television, if available.
> Press **LIST** repeatedly to display N.MUSIC on Beo4, then press **GO** to activate.
> Press **LIST** repeatedly to display N.RADIO on Beo4, then press **GO** to activate.
> Press **DTV** to receive digital TV from a connected video source, if available.
> Press **DVD** to receive a DVD signal from a connected DVD player.
> Press **CD** to listen to an audio CD.
> Press **V.MEM** to watch video from a connected DVD/video player, on the computer screen.
> Press **A.MEM** to play a connected audio source.

The digit buttons have context specific functions. They can, for example, be used to select a specific track, a TV channel or a radio station.

> Press ◀◀ or ▶▶ to search through a track or to step to the next or previous group.
> Press ▲ or ▼ to step to the next or previous track in the current list or on a CD, step to another TV channel or radio station.

The coloured buttons …

The coloured buttons have different functions according to the selected source. If you are watching a set-top box channel on your computer, the coloured buttons are used as indicated in the set-top box menu overlay.

In a setup with BeoSound 5, or with a BeoMaster 5 alone, the coloured buttons are used to select coloured lists. Refer to 'Coloured lists' for further information.

With your remote control, you can, for example, switch available link and main room sources on and off, switch between TV channels, radio stations or tracks, and adjust volume.

Note that the buttons on the Beo5 display depends your products and the setup made by your Bang & Olufsen retailer.

The Beo5 remote control must be set up to operate the products in your system. Contact your Bang & Olufsen retailer for more information.

On Beo5 …
> Press ⌂, then Zones, then the name of the room you are in, then the source you wish to operate.
> Press **N.MUSIC** to switch on the N.Music source.
> Press **N.RADIO** to switch on N.Radio.
> Press **PC** to use the PC source.
> Press **V.MEM** to watch video from a connected DVD/video player, on the computer screen.
> Press **TV** to watch television, if available.
> Press **DTV** to receive digital TV from a connected video source, if available.
> Press **DVD** to receive a DVD signal from a connected DVD player.
> Press **CD** to listen to an audio CD.
> Press **A.MEM** to play a connected audio source.
> Press ◀◀ or ▶▶ to search through a track or to step to the next or previous folder.
> Press ▲ or ▼ to step to the next or previous track in the current list or on a CD, step to another TV channel or radio station.

The coloured buttons …
The coloured buttons have different functions according to the selected source. If you are watching a set-top box channel on your computer, the coloured buttons are used as indicated in the set-top box menu overlay.
In a setup with BeoSound 5, or with a BeoMaster 5 alone, the coloured buttons are used to select coloured lists. Refer to 'Coloured lists' for more information.

Make music available

SCAN OPTIONS

☐ Games (C:)

☐ System (D:)

☐ Compact disc (E:)

☐ Work (G:)

START   STOP   HIDE SCAN

BeoPlayer/BeoPort uses your Internet connection to download CD information from BeoPortal. To receive information from BeoPortal, you must register BeoPlayer and enable the function in the 'Configuration' menu and your computer must be online. If BeoPortal is not available after approximately 10 seconds, your tracks will be registered as 'unknown'.

Find music on the computer
To create playlists in BeoPlayer, music must be available on your computer. Scan your computer for music already present, or copy from your audio CDs.
When you start the BeoPlayer source N.MUSIC for the first time, you are prompted to search the computer for playable content.

Scan for music on the computer …
A scan must be performed the first time you use BeoPlayer, or if you want to add a new storage drive.
> Click once to tick the box next to the drive.
> Click again to remove the tick.
> Click **START** to begin the scan.

Search for tracks if added to another drive …
> Click **SETUP** on the control bar when N.MUSIC is active.
> Click **SCAN**.
> Tick the box next to the relevant drive(s).

Progress is shown in red below the drive selection box.
> Click **STOP** to cancel a scan in progress.
> Click **HIDE SCAN** to conceal scan options.

Scans in progress will continue until they are complete. Before you copy from an audio CD, be sure to specify your copy settings. This is done in the 'Configuration' menu, under **SETUP** on the control bar. Refer to 'Configuration of BeoPlayer' for more information.

If your existing tracks contain information tags, such as 'Artists', 'Albums' or 'Genre', this information is stored during a scan. Refer to 'View and edit N.MUSIC, N.RADIO or PHOTO information' for more information.

As default, N.MUSIC will always scan for music in the folder called 'My Music' under 'Documents and settings\user name' and the drives you initially scanned, when you activated N.MUSIC the first time. It is therefore necessary to scan your hard disc again, if you store music on another drive or in a different folder.

If your destination view is closed, you can follow the progress of your copying under the COPY button. Progress is indicated by a red line. Furthermore, you can follow the copying progress in the control bar display.

Copy music from an audio CD

BeoPlayer uses the Internet connection to connect to BeoPortal in order to receive information about the CD, when available.

Before you copy from a CD …
> Place the CD in the CD-rom drive and click **PC CD**.
> Click the **COPY** button located in the lower left side to open 'Folder view'.
> Drag and drop the entire album as a new folder, or …
> … click **NEW FOLDER** to create a folder and drag and drop single tracks.

BeoPlayer starts copying while the music being copied is playing. Once an album or track is copied, it is stored as a WMA file.

You can use the control bar while copying. However, copying music will be disrupted if you exit BeoPlayer completely.

N.MUSIC from folders on the computer …
When you drag content from a Windows folder into BeoPlayer, you can drop it wherever you prefer. After you have dragged and dropped, you can organise your content as you wish, and also move tracks or albums to the coloured lists.

Refer to 'Create or edit playlists' for more information.

From BeoPlayer to other applications …
You can also transfer content from BeoPlayer into non-Bang & Olufsen software, such as CD-burner applications. Usually, you can just 'drag and drop' content from BeoPlayer into the application. This will work provided that the function is supported by the software.

Cover art

BeoPlayer supports cover art for N.MUSIC tracks, either as pictures embedded in the tracks or as a picture placed in the same folder as the tracks or the album.
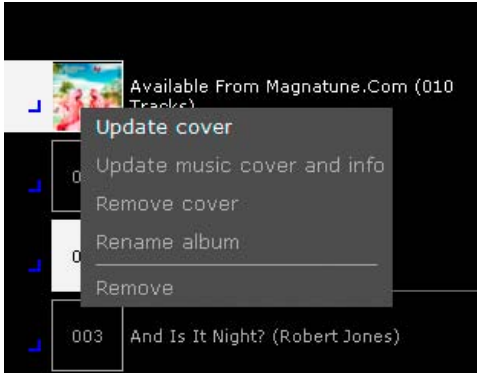
To download or update album covers …
Cover art shows in BeoPlayer in all views on the left side of your screen. If you have registered BeoPlayer, you have access to BeoPortal, and after you have scanned your computer for music, you can start updating your current album covers or downloading album covers.

> Click and hold on the current view in BeoPlayer in the top left-hand corner.
> Move the cursor to 'Albums' and let go of the mouse button.
> Right-click an album to see the available options.

Alternatively you can drag and drop a photo onto a track or an album directly in BeoPlayer.

When you insert a CD and click **PC CD**, BeoPlayer will show cover art automatically, if present in the file.

In order to receive information and covers from BeoPortal, you must register BeoPlayer. The function must be enabled in the 'Configuration' menu and the computer must be online.
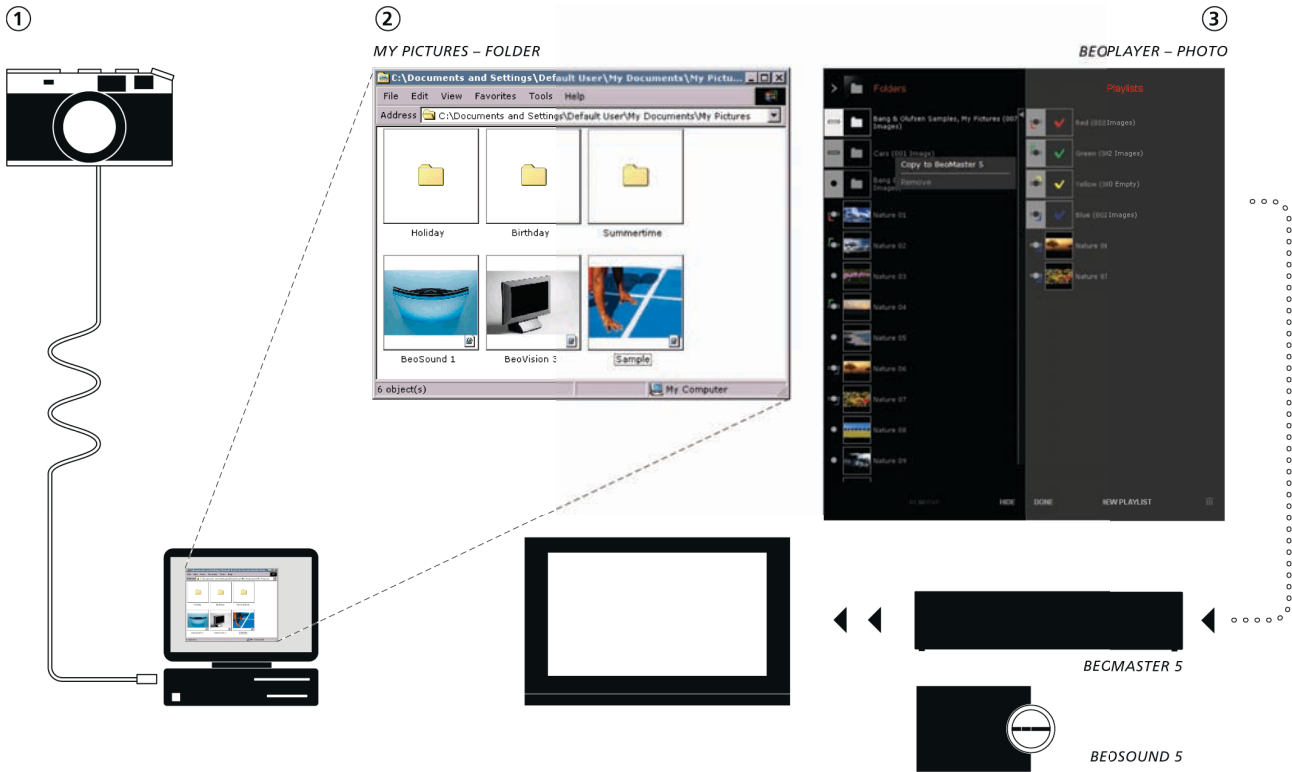
Make photos available

MY PICTURES – FOLDER

BEOPLAYER – PHOTO

BEOMASTER 5

BEOSOUND 5

When you want to use PHOTO in BeoPlayer, you must first make photos and video clips available in BeoPlayer. You can drag a photo/video clip from a Windows folder into the PHOTO views.

1. Place photos and video clips in a sub folder in the folder 'My Pictures'. 'My Pictures', which is found under the Windows folder called 'Documents and Settings'. The exact placement of the folder depends on your computer setup.

2. When you activate **PHOTO** in BeoPlayer, the folder 'My Pictures' is automatically scanned and the pictures/video clips placed in the sub folder become available.

3. If you want photos and video clips to be available when you activate BeoMaster 5 via your television, you must transfer the files to BeoMaster 5. Refer to 'Organise your content' for more information.

Make websites available

Add the websites you want to view on the television. For information on how to use the Web source on your television, refer to the BeoMaster 5 Guide.

The web function is only relevant, if BeoMaster 5 is part of your setup.

In Internet Explorer, a folder called 'BeoMaster 5' is placed under 'Favourites'. When you store websites in this folder, they can be viewed on your television via the source 'WEB'.

You can create sub-folders within the folder called 'BeoMaster 5' and they will appear as groups on the television screen.

In Internet Explorer …
> Click 'Favourites'.
> Click 'Add to favourites'.
> Select the 'BeoMaster 5' folder, or …
> … click 'Create in' and create a sub-folder.

You can now view the website on the television screen.

Daily use of BeoPlayer

Play tracks, radio stations and view photos
To play an audio CD on your computer, load the CD in the CD-rom drive and click **PC CD**. Use the control bar to select tracks, pause playback, or switch between multiple CDs, if you have more than one CD-rom drive.

For information about how you copy music from an audio CD to BeoPlayer, refer to 'Copy from an audio CD.

To play an audio CD …
> Click **PC CD**. Playback of the first track begins.

In order to receive information and covers from BeoPortal, you must register BeoPlayer. The function must be enabled in the 'Configuration' menu and the computer must be online.

Once you have clicked **PC CD**, BeoPlayer connects to BeoPortal to receive information about the tracks playing. If you want an overview and to play your CDs directly from the lists, simply click **PC CD** again to make the PC CD list appear. Otherwise, use the keys on the control bar.
> Click ▲ to step to the next track.
> Click ▼ to step to the previous track.
> Click ◀ or ▶ to step to the next group in the activated source.
> Click **STOP** to pause playback of a track.
> Click **GO** to resume playback.

Play tracks in random order …
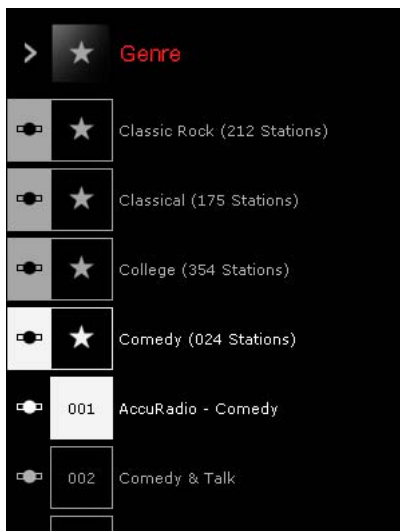> Click **SETUP** on the control bar to reveal RANDOM.
> Click **RANDOM** to play the CD tracks in random order. **RANDOM** turns white.

All subsequent tracks are played in random order until you change the setting.
> To return to normal play mode, click **SETUP** to reveal **RANDOM.**
> Click **RANDOM** once and **RANDOM** turns grey again.
> Click **EXIT** to leave **SETUP**.

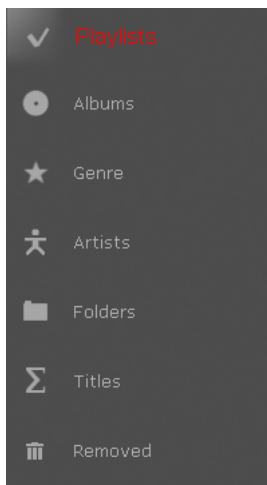The different views, here shown from N.MUSIC.

Listen to N.RADIO …

Use the control bar to start listening to radio stations or step to a new station or group.

> Click **N.RADIO** to start playback of available radio stations.
> Click ▲ to move to the next radio station.
> Click ▼ to move to the previous station.
> Click ◀ or ▶ to move to the previous or following group.
> Use the number keys on your keyboard to play a station.

View photos …

You can use the control bar to view available pictures and navigate between them. You can also zoom in on the chosen picture or rotate the picture or view the pictures as a slideshow.

> Click **PHOTO** to view photos.
> Double-click on a photo to view it.
> Click ▼ or ▲ to move to the previous or next photo.
> Click ◀ or ▶ to go to the next group.
> Use ◀ 'ROTATE' ▶ in the player window to rotate the photo.
> Use **–** 'ZOOM'**+** in the player window to zoom in or out.
> Use the number keys on your keyboard to select a photo in a list.

Switch between views in a source

Once you activate a source in BeoPlayer, you can switch views to view your collection differently. The way to change views is the same for all sources.

Accessing the lists by clicking the source button twice makes the list view remain on the screen.

To change view …

> Activate a source.
> Press 'TAB', or …
> … click and hold on view-icon in the top left-hand then move the cursor to the view you want and let go, or …
> … click ❯ in the top left-hand corner repeatedly.

The Headroom Project

Σ TITLE	▸	Yesterday
⦿ ALBUM	▸	Available From Magnatune.Com
✱ ARTIST	▸	The Headroom Project
★ GENRE	▸	Electronic
▦ YEAR	▸	2007
⧓ QUALITY		222 kbps
▉ LOCATION		C:\Documents and Settings\kew\My Documents\My Music\Magnatune Music\01-Yesterday-The Headroom

▭━━━━━━━━━━━━━━━┥ 3:01 min

CLOSE INFO

You can move the grey playback bar to 'skip' to a particular point in the track.

Edit tag

? Do you want to also apply this change to the remaining tracks of the album?

YES • NO

When you edit track information, BeoPlayer prompts you to confirm.

View and edit N.MUSIC, N.RADIO or PHOTO information
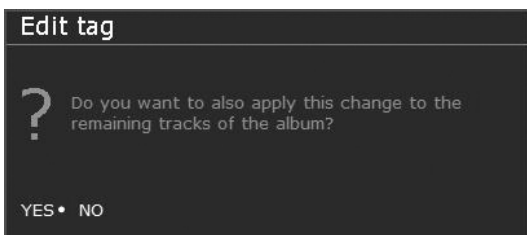When you are listening to a track or viewing a photo, you can bring up information about the content currently playing.
> Click **INFO** on the control bar to view information.

To edit track information …
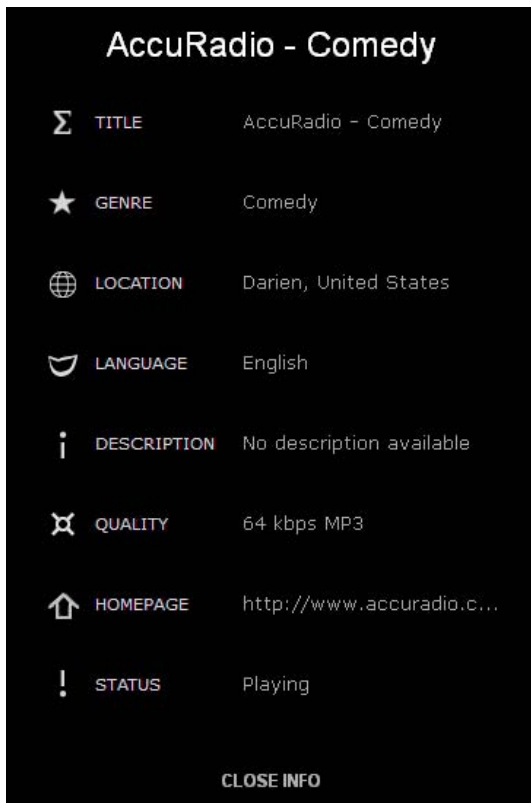> Move the cursor to the category you wish to edit.
> Click once on the information you want to edit, e.g. title.
> Type in the information.
> Press 'ENTER' on your keyboard to save and exit.

You will be asked to confirm the change you make.

View information on your N.RADIO stations

View N.RADIO information…
> Click **INFO** on the control bar.
  Information about the current station appears on the screen.
  INFO turns white on the control bar.
> Click **CLOSE INFO** on the menu, or …
> … click **INFO** on the control bar to exit the **INFO** menu.

Σ TITLE   ▸ Nature 13

📷 DATE   ▸

            september 2001   ◆

            sø   ma   ti   on   to   fr   lø
                                              1
            2   3   4   5   6   7   8
            9   10   11   12   13   14   15
            16   17   18   19   20   21   22
            23   24   25   26   27   28   29
            30
                                              ✓ ✗

🔍 TIME   ▸

💾 SIZE

📁 LOCATION   C:\Documents and Settings\lbm\My Documents\My
              Pictures\Bang & Olufsen samples\Nature 13.jpg

Edit tag information on your photos.

View picture information …
> Click **INFO** on the control bar.
  Information about the current picture appears on the
  screen.

To edit PHOTO information …
> Move the cursor to the category you wish to edit.
> Click once on the information you want to edit, e.g. title.
> Type in the information.
> Press 'ENTER' or 'TAB' on your keyboard to save and exit.
> Click **CLOSE INFO** at the bottom of the info window, or …
> … click **INFO** on the control bar to exit **INFO**.

**Search for tracks, stations or photos.**
BeoPlayer can search the content and find the track, station or
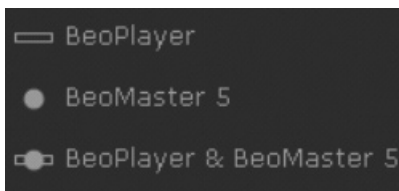photo you are looking for.

To search …
Activate the source and the view you want to search in.
> Type in exactly what you are looking for, e.g. Madonna. The
  content with that name is highlighted, or …
> … type the first letter or number of what you are looking
  for. E.g. type 'g' for German in 'Language' or 'r' for 'Rock'
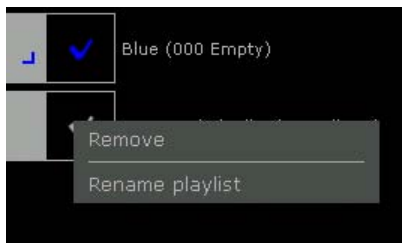 in 'Genre'.

Create and edit playlists
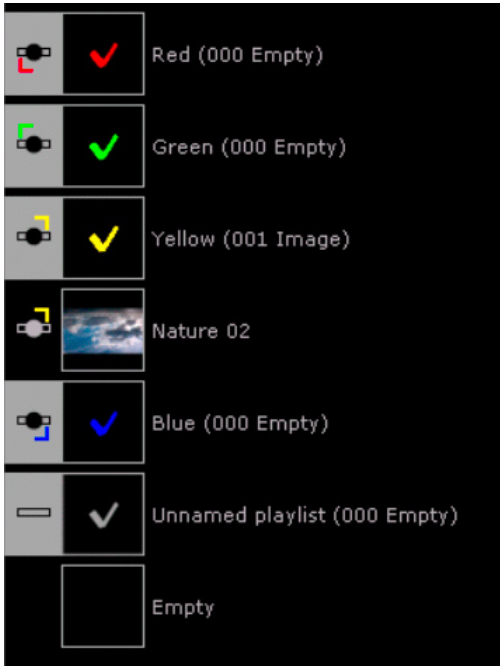
Playlist view in BeoPlayer.

Choose where the playlist is available.

Rename your playlists as you like.

You can place your favourite tracks, radio stations, photos and video clips in playlists. You can also edit playlists at any time. Furthermore, you can drag tracks, photos or video clips directly from BeoPlayer and drop them into other applications on the computer.

Note that creating a playlist does not occupy additional space on your computer, as it is only an indication of the playback order and not an extra copy of files.

To create a playlist in BeoPlayer …
> Click **COPY**.
> Click **NEW PLAYLIST** (or right-click, press and hold on **NEW PLAYLIST**).
> Choose which kind of list you want:
  BeoPlayer (a local playlist only available on your computer).
  BeoMaster 5 (a playlist available on BeoMaster 5), BeoPlayer & BeoMaster 5 (a playlist is available on both BeoMaster 5 and BeoPlayer).

To add more than one file to a playlist …
> Hold down the 'SHIFT' key and click the first and the last of a series of tracks, stations, photos and video clips.
> Hold down the 'CTRL' key instead, you can select several tracks, stations, photos or video clips by clicking them individually.
> Now 'drag and drop' the items you selected into the new playlist.
> Click **DONE** to save.

When content has been added in BeoPlayer, the content is copied to BeoMaster 5. Likewise, if you add content to playlists on the television screen, it is mirrored on the playlists in BeoPlayer.

To rename playlist or coloured list …
> Right-click the list and choose 'Rename playlist'.
> Type the new name.
> Press 'ENTER' to save.

The BeoPlayer/BeoPort waste basket shown to the right in the illustration above.

To remove content from playlists …
> Click and drag content from the playlist to the waste basket, or …
> … right-click content and select 'Remove'.

Note that tracks, stations or photos or video clips removed from a playlist are not deleted from your computer.

Restore from the waste basket …
You can restore previously removed tracks, stations or photos at any time (but not when removed from playlist views).
> Change view.
> Click 'Removed'.
> Right-click content and select 'Restore'.

Note: Deleting a playlist does not delete the content from your music collection.

Note that you cannot restore playlists once they have been removed. Photos, videos and tracks can only restored if removed from any views other than playlist view.

Organise your content
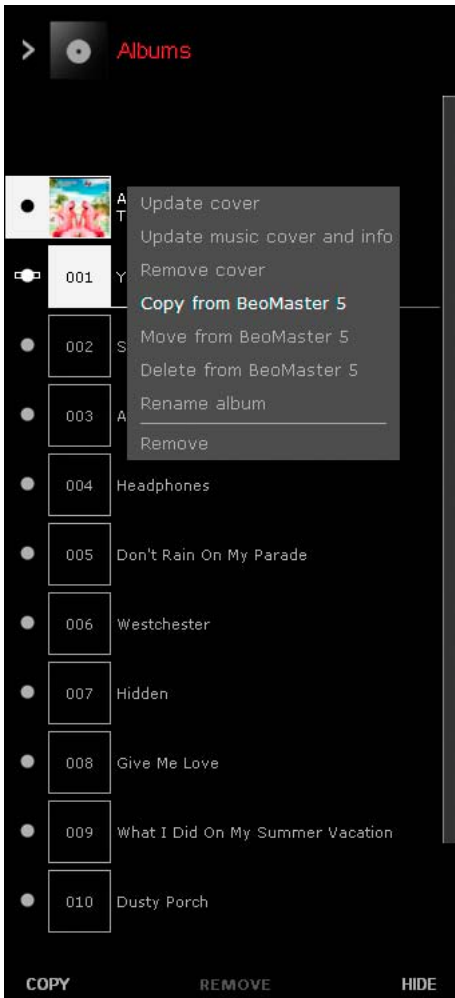
If you have a BeoSound 5 in your setup, the menu options correspond accordingly, e.g 'Move to BeoSound 5'.

When you have BeoMaster 5 as part of your system, music, photos and video can easily and quickly be moved between your computer and BeoMaster 5. It is an advantage to keep copies on both locations.

Once an audio CD has been copied, the tracks are available on BeoMaster 5 but only if you have set the configuration to 'Copy to BeoMaster 5'.

If BeoPlayer is configured to store CDs locally on the computer, you must transfer music to BeoMaster 5 to access the content on your television. The same applies for photos or video clips imported into BeoPlayer. Refer to 'Configuration of BeoPlayer' for more information.

Location of your content
There are icons in front of the content, which show where the content is located. The icons are only available when your computer is connected to BeoMaster 5.

Content is placed on your computer.

Content is placed on BeoMaster 5.

Content is placed both on your computer and on BeoMaster 5.

Change the location of your content …
> Right-click content.
> Select the desired option:
   'Copy from BeoMaster'
   'Move from BeoMaster'
   'Delete from BeoMaster'

Note that content stored only on the BeoMaster is deleted completely when deleting it from BeoMaster 5.

It is recommended to always keep a copy of your music files and photos either on the computer or a storage media, such as a portable hard disc.

Synchronise files

If you make changes in your playlists either on the computer, or from the television when BeoMaster 5 is not connected to the computer, it is important to know how these changes work.
Any change made on either location will automatically be copied to the other location when you reconnect BeoPlayer/BeoPort and BeoMaster 5.

If changes have been made on both locations, the version stored on the computer will overwrite the one stored locally on the BeoMaster 5. For example: You rotate a photo using a software on the computer. Once you reconnect BeoMaster 5 to the computer, the change will take effect on BeoMaster 5.

Files can be synchronised between the computer and BeoMaster 5 at any time.
> Right-click the Bang & Olufsen icon.
> Select `Start BeoPlayer <–> BeoMaster 5´.

If connection fails

When you want to transfer files to BeoMaster 5 or BeoSound 5, connection may fail if, for example, your network has been reset. A dialogue box appears asking you to enter the IP-address of BeoMaster 5 or BeoSound 5.

BeoMaster 5 IP-address

To see the IP-address of BeoMaster 5, switch on BeoMaster 5, bring up the menu overlay and press 9 to open the Configuration menu, press the red button on the remote control immediately followed by GO. Use the arrow buttons to move to 'Network info' and press GO. You can then see the IP-address of your BeoMaster 5. Now enter the IP-address in the BeoPlayer menu and connection can be established.

BeoSound 5 IP-address

To see the IP-address of BeoSound 5, switch on BeoSound 5, move the lever to 'MODE', use the wheel to highlight SETTINGS, press the right arrow button twice, immediately followed by GO to activate 'Service Settings'. Move the lever to NETWORK INFO. You can then see the IP-address of your BeoSound 5. Now enter the IP-address in the BeoPlayer menu and connection can be established.

Connection status

When files are transferred from the computer to the BeoMaster 5, you can get more information about the copy process by moving the mouse over the Bang & Olufsen icon in the taskbar.

If there is contact, the Bang & Olufsen icon is black.

If there is no contact between the computer and BeoMaster 5, the icon is grey. To restore contact, right-click the icon and select 'Connect to BeoMaster 5'*.

While a transfer is in progress, the Bang & Olufsen icon is red.

Copy progress between you computer and BeoMaster 5

'BeoPlayer <-> BeoMaster 5' (or 'BeoPort <-> BeoMaster 5') Indicates that the content on the computer and BeoMaster 5 are being synchronised.

'N.MUSIC <-> BeoMaster 5'
Indicates the copy progress of N.MUSIC tracks between the computer and BeoMaster 5.

'PHOTO <-> BeoMaster 5'
Indicates the copy progress of PHOTO between the computer and BeoMaster 5.

To cancel these activities, right-click the Bang & Olufsen icon and select the cancellation option under 'Activity'.

Using BeoMedia 1

If your system contains a BeoMedia 1, the descriptions in this Guide do not apply.

Please refer to the on-line Guide for description of how to use BeoPlayer/BeoPort with BeoMedia 1.
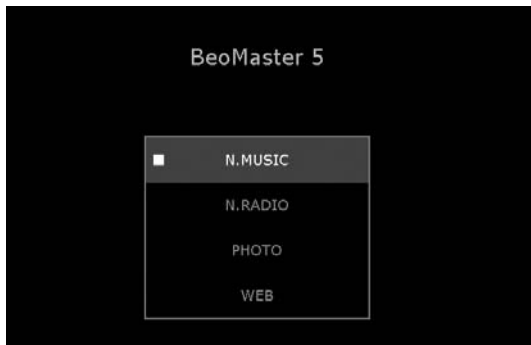
Use the below link to open the on-line Guide. The Guide is available in English only.

Link to BeoMedia 1/BeoPlayer Guide.

(http://www.bang-olufsen.com/beomedia1-userguide/index.html)
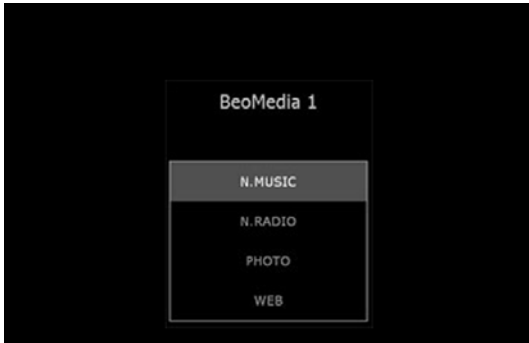
Using BeoMaster 5 and BeoSound 5

With BeoMaster 5 you get easy access to your digital music, your personal photos, your favourite websites and to more than 5000 Internet radio stations world wide.

This section describes setups with BeoMaster 5 and BeoSound 5. Throughout this guide setups with BeoMaster 5 and BeoSound 5 are referred to as BeoMaster 5 setups. All video options described with BeoMaster 5 depend on the BeoMaster 5 being connected to a compatible television. All descriptions of BeoSound 5 depends on BeoSound 5 being part of your setup.

Before you start
In order to use the sources N.MUSIC, PHOTO and WEB, you must use BeoPlayer to transfer your digital music and photos from your computer to the BeoMaster 5, and store your favourite websites as described earlier in this Guide.

Switch on BeoMaster 5
There are two ways you can activate BeoMaster 5. You can activate an audio source in BeoSound 5 or you can activate the BeoMaster 5 sources via the television.

Refer to the BeoMaster 5 or BeoSound 5 Guides for descriptions on how to operate the products.

The four sources
BeoMaster 5 offers various ways to browse the four sources N. MUSIC, N.RADIO, PHOTO and WEB.

As described in the Guides, menu overlays for each source provides you with additional operation possibilities, these are not described here.

Note that if BeoSound 5 is part of your setup, the BeoSound 5 acts as browser for N.MUSIC and N.RADIO, and you cannot browse the contents of these sources on the television screen.

Coloured lists

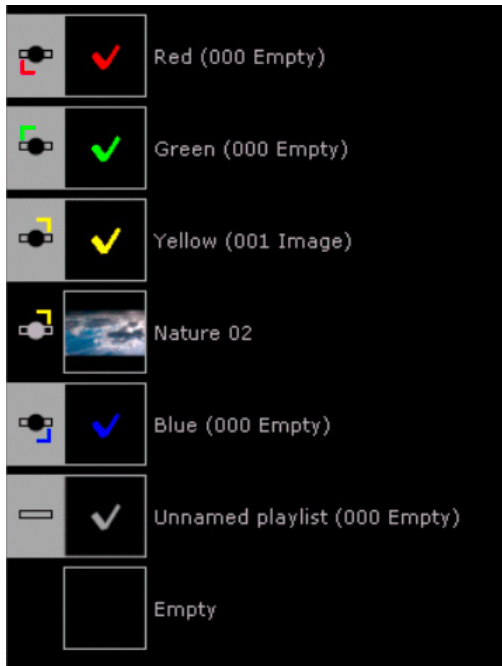Playlist view with coloured lists in BeoPlayer.

When BeoMaster 5 is part of your setup, an additional feature becomes available; coloured lists.

These are playlists which are selected by means of the coloured buttons on the remote control. This gives easy access to these lists by a single press on one button also from a link room when applicable.

The basics about coloured lists

You can add your favourite tracks, radio stations and photos to coloured lists. Coloured lists can be edited via your computer in the same way as any other playlist, but also by means of the remote control, this is described in the Guides supplied with your products.

Source	Limits in coloured lists
N.MUSIC	Default limit is 9
PHOTO	No limit
N.RADIO	Default limit is 99

You can change the limit of entries for N.MUSIC and N.RADIO in the 'Configuration' menu under **SETUP**.

The content is indicated by the corresponding colour. Note that any content can belong to all four lists. When you play tracks from a coloured list, BeoMaster 5 or BeoSound 5 only plays the content of that particular list.

Functions specific to BeoMaster 5

To rename content …
The easiest way to rename items in BeoPlayer is via the computer. However it is also possible to use the rename function made available by the menu overlay of the source on the television screen:

> From the menu overlay, select 'Rename'.
> Press ▲ to reveal a 'spelling bar', press ◀◀ and ▶▶ to move between characters and press **GO** to select a character. To switch between upper- and lower case characters, press ▲ repeatedly. Return to the name field by pressing ▼.
> In the name field; use ◀◀ and ▶▶ to move between characters, press **STOP** to delete a character, and press **GO** to store a name.

Play Timer
If your main video or audio product in a link system has a Play Timer function, BeoMaster 5 can be selected as source of a Play Timer. When BeoMaster 5 is selected as source of a Play Timer, the items in the red list will play when the Play Timer starts. This means that the content you want to listen to in the Play Timer function must be placed in the red list.

Master Link options

The following section describes three basic setups with BeoMaster 5, BeoSound 5 and your computer and the Option settings you should use.
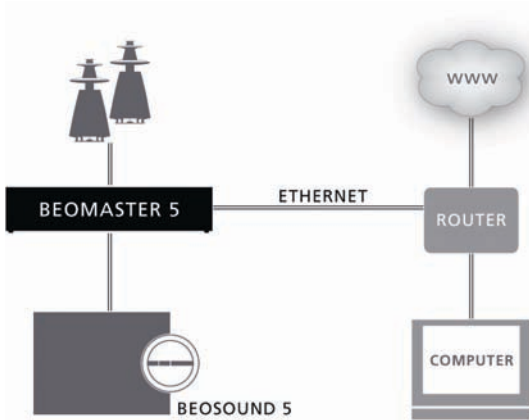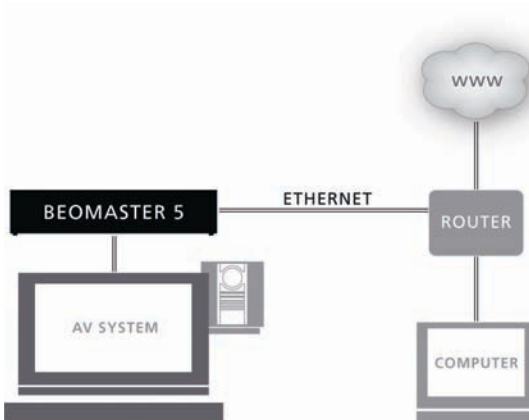

BeoMaster 5 and BeoSound 5 in one room …

BeoMaster 5 in Option 1:
BeoMaster 5 reacts to N.MUSIC, N.RADIO and plays sound on the speakers connected to BeoMaster 5.
PHOTO and WEB are not available.

Note that you cannot distribute a video signal to your link room television from BeoMaster 5.

BeoMaster 5 with a television …
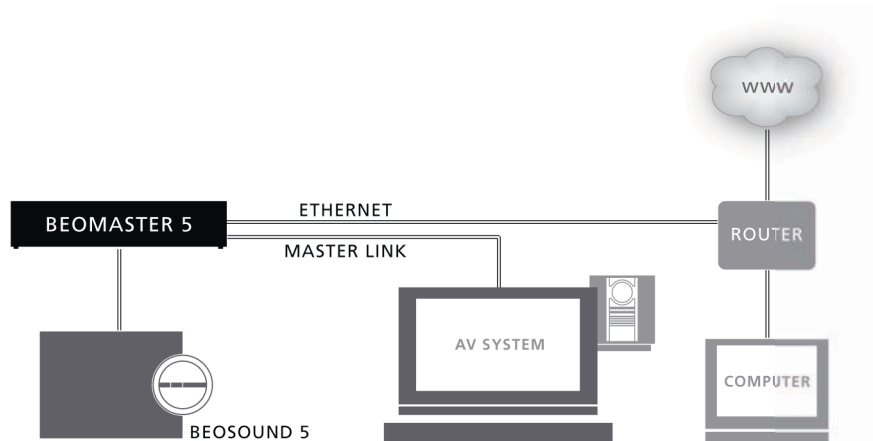
BeoMaster 5 in Option 0:
BeoMaster 5 reacts to N.MUSIC, N.RADIO. Activate **PC** to bring up the PHOTO and WEB sources on your television. In this setup, the sound plays on the speakers connected to the television.

Your television in Option 2:
Your television reacts to all source commands and plays on the speakers connected to the television.

Fully integrated system …

In this setup BeoMaster 5, BeoSound 5 and the television are placed together in one room.
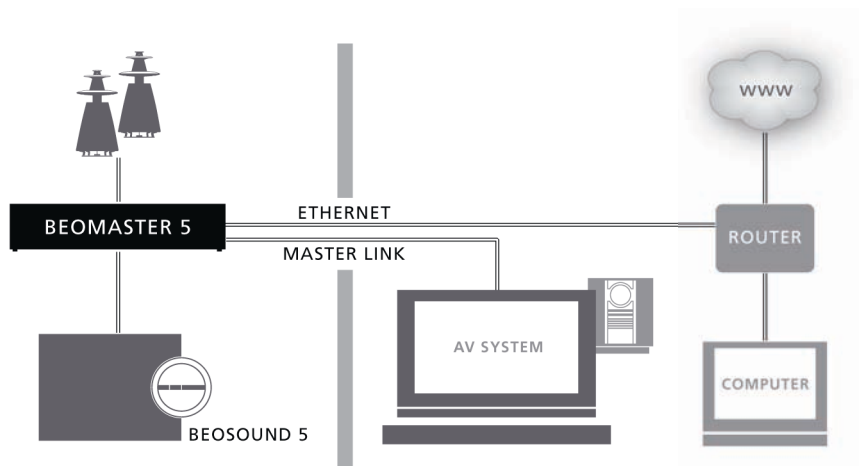
BeoMaster 5 in Option 0:
N.MUSIC and N.RADIO browsing take place on BeoSound 5.

Your television in Option 2:
Your television reacts to all source commands. PHOTO and WEB are available.

The products in two rooms …

Important: The link options for BeoSound 5 are limited to Option 0, 1 and 2. For more information on how to connect and operate an AV system, refer to the Guides supplied with your Bang & Olufsen television.

In this setup, BeoSound 5 and BeoMaster 5 are placed together in one room (the link room) and the television in another room (the main room).

BeoSound 5/BeoMaster 5 in Option 2:
N.MUSIC and N.RADIO are available on BeoSound 5 and sound from the main room can be heard in the link room.

Your television in Option 2:
Listen to N.MUSIC and N.RADIO on the television speakers. PHOTO and WEB are not available.

Listen to sources in the main room …

On Beo4 …
> Press **LIST** until the source 'N.RADIO' or 'N.MUSIC' appears in the Beo4 display and press **GO.**

On Beo5 …
> Press 'N.MUSIC' or 'N.RADIO' (soft buttons).

Use portable devices with BeoPlayer

With BeoPlayer you can copy music to BeoSound 2, BeoSound 6 and the Serenata music phone. Use BeoPlayer to organise your music files on the device and copy more tracks from your N.MUSIC collection. For more detailed use of your portable device, refer to the Guide enclosed with the product.

To copy tracks from N.MUSIC in BeoPlayer to any of the devices, make sure to connect them to your computer. BeoSound 2 must be placed on its base and BeoSound 6 and Serenata must be connected via the USB cable that comes with the products.

With Serenata, use MTP mode. Refer to the Serenata Guide for more information on how to use phone settings.

Copy Music to your portable device
> Activate N.MUSIC in BeoPlayer.
> Click **COPY** to access the portable device(s).
The content on the device appears and displays an overview of the music already stored. Above the list of devices there is a storage capacity indicator, which shows the remaining storage space.

To copy tracks from playlists to a device ...
> Click and drag a track or album to the device.

To copy from a CD, remember to copy to BeoPlayer first. Refer to 'Copy music from an audio CD'.
The track or album immediately appears on your device and an indicator below the track shows the status of the copying progress as shown below.

Note that you must wait for the progress indicator to be filled out completely, before copying is completed.

You can use other BeoPlayer functions while your tracks are copied, as long as you stay in N.MUSIC.

To cancel copying, select the track or album in your device and delete it by dragging it to the trash icon. Copying is also cancelled if you exit BeoPlayer completely, or if you unplug the device. The portable devices do not support coloured lists.
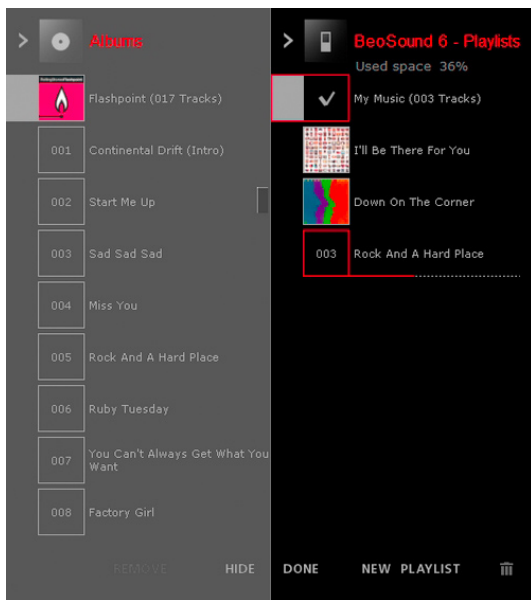
NOTE: While you copy, you can hide the N.MUSIC view and follow the progress of your copying on the control bar in the right side of the screen. You can use the control bar while copying.
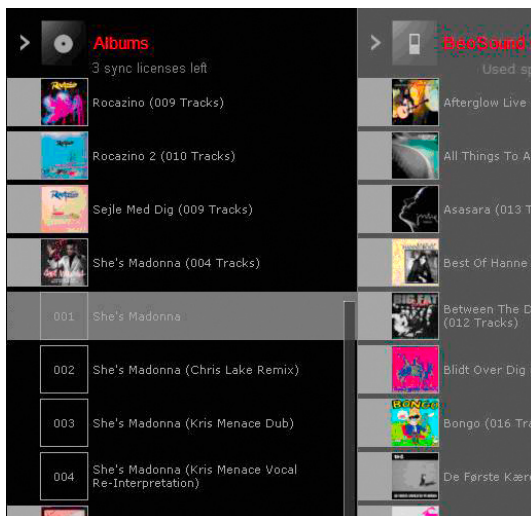
Note: You cannot use the playback feature and copy music at the same time on BeoSound 6 and Serenata.

Organise tracks on a portable player
Organising music files on your portable player is done in much the same way as you organise N.MUSIC in BeoPlayer. To organise the music, your portable player must be connected to the PC.

General handling of DRM files
BeoPlayer only supports playback of music protected with Microsoft's Windows Media DRM. This means you have to replay DRM protected music once with Windows Media Player before you can copy the tracks to BeoPlayer. Apple's Fairplay DRM is not supported. DRM protected music tracks are limited to a certain number of transfers to portable devices. The number is decided by the music store or record company and may also be unlimited.
DRM protected music can be transferred and played in Serenata and BeoSound 6, provided that the license is placed in BeoPlayer. However, BeoSound 6 does not support 'time limited' licenses.

When transferring music to BeoMaster 5 and BeoMedia 1, DRM protected music is also transferred, and it appears in the lists but it cannot be played.

Note that BeoSound 2 does not support DRM files.

Especially for BeoSound 2

To activate BeoSound 2…
> Click **N.MUSIC** in BeoPlayer.

Note that it is not possible to operate BeoSound 2 and copy music at the same time.

If you wish to copy files after having started playback in BeoPlayer …
> Disconnect BeoSound 2 from the base.
> Reconnect BeoSound 2.
> Alternatively, press and hold **GO** for 3 seconds.

BeoSound 2 with Windows Vista
To make your BeoSound 2 work correctly with Windows Vista you need 'Service Pack 1' installed on the computer. BeoSound 2 needs to be in iTunes mode (or Mass Storage Mode) as described in the BeoSound 2 Guide.

BeoSound 2 will be represented and treated as a generic portable device, and will not be displayed in BeoPlayer with a BeoSound 2 icon. BeoSound 2 under Vista will not have the same functionality as in Windows XP, where you can move files within folders etc.

Due to these limitations in BeoSound 2 with Windows Vista, you need to create a folder for the tracks in the root of the SD card to play the tracks.

Also note that the BeoSound 2 'Firmware update application' called 'BeoSound 2_PC.exe' will not run under Windows Vista; which means you will not be able to update the BeoSound 2 firmware under Windows Vista.

Format a memory card for BeoSound 2
In some cases it can be useful to format your storage media
(the memory card), to allow copying tracks to BeoSound 2.
Formatting a card will delete the entire content on the card.

How to format …
Place BeoSound 2 on the base. PC CD or N.MUSIC must not
be active in BeoPlayer.
> Click **CONFIG** on the control bar to access the
  'Configuration' menu.
> Select the tab 'Portable devices'.

The right side of the 'Portable devices' tab in BeoPlayer informs
you how much space is available on the memory card, as well
as the total storage capacity the media has in total.
> Click 'Refresh' to list the available devices.
> Select the storage media you wish to format.
> Click 'Format'.

The text 'formatting portable …' appears and formatting is
performed. Note that formatting is not possible if you have
write-protected the device.

Configuration of BeoPlayer

Settings for N.MUSIC
Before you copy, or 'rip,' your audio CDs for storage on your computer, it is a good idea to adjust how you would like copying to occur.

Copying quality
Choose the quality you want for your copied music. You can set the quality for two different copying destinations: your hard drive or a portable device.
> On the BeoPlayer bar, click **SETUP**.
> Click **CONFIG**.
> Click the tab 'CD Copying'.

The quality of the copy increases with the bit rate (kbps)– the amount of data per second – but the size of the file increases at the same time. This means high quality tracks will fill up your hard disk faster.

Copy to BeoMaster 5
> Check the box 'Copy to BeoMaster 5'.
  All your N.MUSIC tracks will be copied to BeoMaster 5.

File location
(If you do not have a BeoMaster 5 in your setup)
> Choose where to store the copied track or tracks on your computer.
> Click 'Browse' to look through your drives and folders.
> Click OK when done, or …
> … click 'Cancel' to return to the 'Standard' tab.

Licenses
The 'Licenses' tab contains information about usage licenses for CDs. It is a good idea to make a backup of your licenses. If you wish to e.g. install a new operating system on your computer, you will need to save a copy of the licenses on a disk or on a network drive. The licenses can be restored when installation of the system is complete.

DRM protection
The 'Use DRM protection' option protects your music from being moved onto other drives or portable devices.

Note that the option 'Use DRM protection' is not enabled by default. BeoPlayer/BeoPort is not able to transfer DRM protected files. Therefore, we recommend that you do not alter
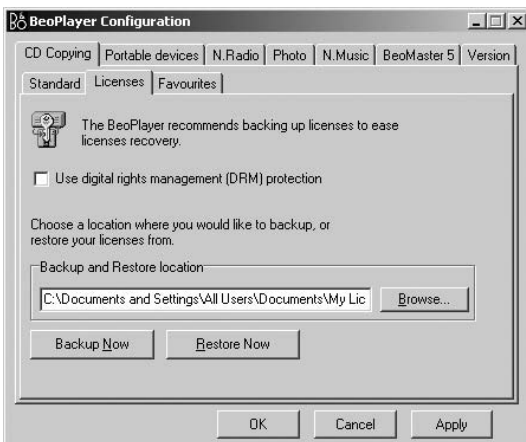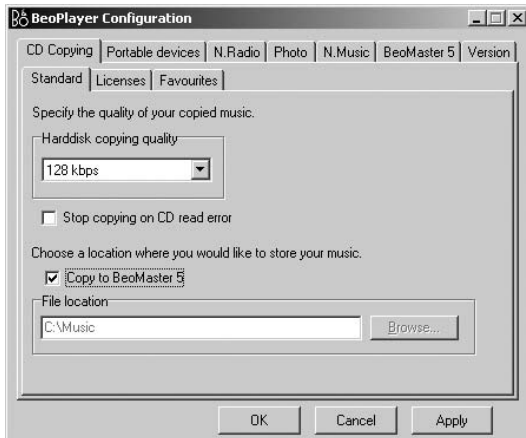
the default setting if you wish to download music files to a portable device such as BeoMaster 5 or BeoSound 2. Furthermore, enabling DRM protection will prevent you from accessing your music anywhere else than on your computer where the licenses are stored.

Rip from CD to a coloured list
When you copy from a CD, you can under the 'Favourites' tab decide to add your ripped N.MUSIC track to a specific coloured list. If you activate this setting, the content of the coloured list will change every time you rip from a CD.

Limits on coloured lists
Under 'Favourites' you set the limit for tracks/albums in each coloured list.
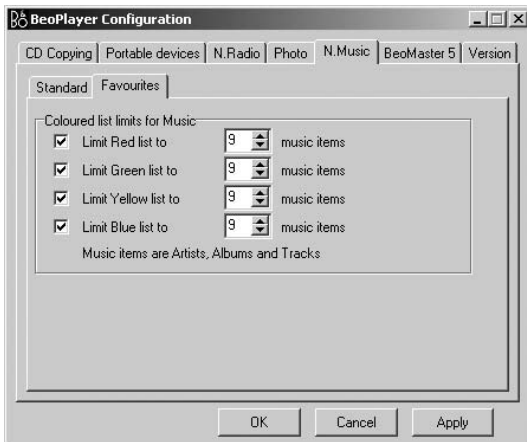
Settings for N.RADIO
You can select the quality of N.RADIO reception. If you increase the reception quality in N.RADIO, you will decrease the number of N.RADIO stations available.

Note that the 'Configuration' menu changes the tab name according to the products connected, in this case BeoMaster 5 as shown.
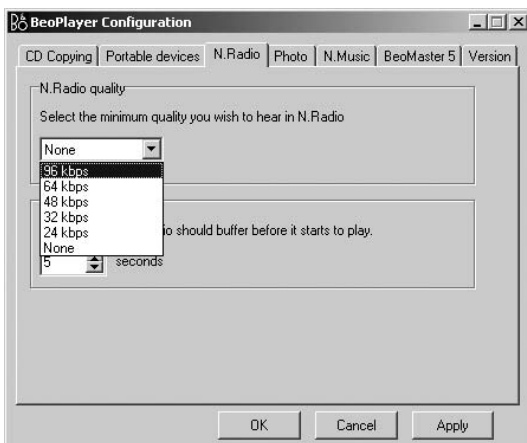
To optimise reception from a poor connection, you should increase buffer time. Note this increases the start-up time of N. RADIO.
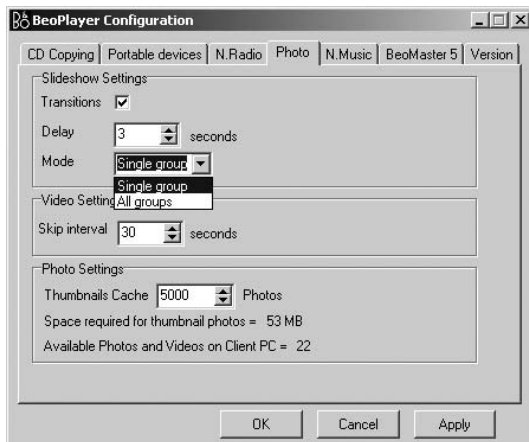
Settings for PHOTO

You can select how long you wish each photo to remain on the screen when you start a slideshow.

'Mode' allows you to choose whether a slideshow should continue across groups, or if it should repeat the photos/video clips from the selected group.

Settings for 'skip interval' determine how many seconds you wind or rewind your video clips when using the skip function.

The number of photos you set for 'Thumbnails Cache' decides how much space you want to use for photos on the hard drive.

Settings for BeoMaster 5 – Only available if BeoMaster 5 is part of your setup
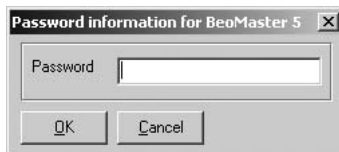
Password
Here you can change your password for access to BeoMaster 5. You must also specify here, which drive BeoMaster 5 should be mapped to. Only change the password if the password on BeoMaster 5 or BeoSound 5 has been changed.
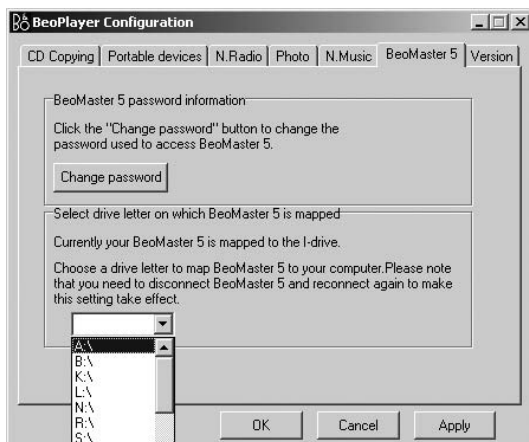
Drive setting
That is to specify the name of the BeoMaster 5 drive, where all files are transferred to when you move or copy folders, playlists, etc. If you are in doubt about these settings, contact your Bang & Olufsen retailer, who can assist you. You can change the password for your music system by pressing 'Change password'.

Guide language

When you install BeoPlayer/BeoPort, this Guide is installed according to your Windows language settings, you can change to a different Guide language at any time. Just enter the BeoPlayer/BeoPort Configuration menu and open the 'Guide' tab.
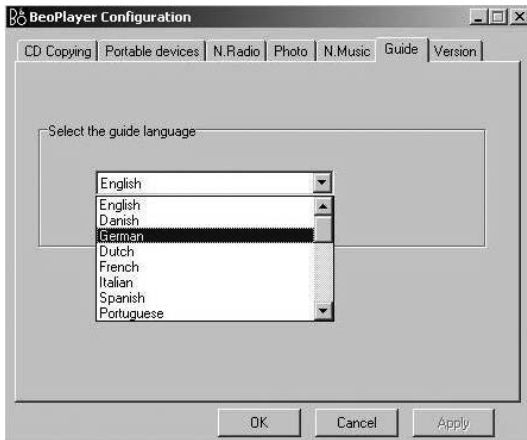
Basic settings

All information concerning TV tuning only applies if BeoPort is part of your setup and you have a compatible TV tuner card. Before you start auto tuning TV channels for your TV tuner card, make sure that the correct broadcast system is displayed under 'Video System', that you have indicated whether your connection is via cable or antenna, and that the correct country is displayed.

> Click 'AutoTune' to start auto tuning TV channels.

During the tuning sequence, the located channels are shown in the display. At any time you can stop the tuning and the channels already found will be stored.

On the TV tuner cards, the TV channels you tune in are registered as channel numbers and frequencies. Note that not all TV tuner cards observe standard channel numbers for TV channels.
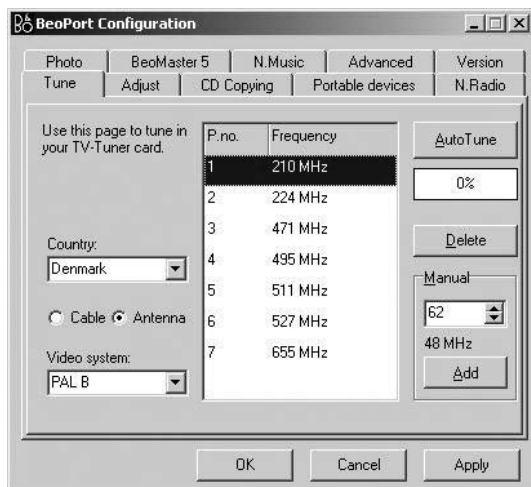
Manual tuning

When you want to tune in a channel manually, if e.g. it was not found during auto tuning, go to the 'Manual' section of the 'Tune' menu.

> Scroll through the frequencies to find the frequency you want to add.
> Click 'Add'.

Moving or deleting tuned TV channels …

Once you have tuned and stored your TV channels, you can rearrange the order in which they appear in the channel list. You can, for example, rearrange them in accordance with the order of TV channels on your television.

You can also delete channels from the channel list. Both actions are performed in the 'Configuration' menu.

To move tuned TV channels …
> Click the 'Tune' tab to be able to rearrange the order of your tuned TV channels.
> Click the TV channel you wish to move in the channel list.

Check whether the TV channel you want to move is actually shown in the TV viewer window.
> Use the mouse to drag the channel to its new channel number in the channel list.

If a TV channel is already stored in the desired channel number, the moved channel is inserted between the existing channel numbers.

To delete tuned TV channels …
> Click the 'Tune' tab to be able to delete a tuned TV channel.
> Click and select the TV channel you wish to delete in the channel list.
> Check if the TV channel you want to delete is actually shown in the TV viewer window.
> Click 'Delete'.

Adjust sound and picture …
Once you have tuned and stored your TV channels, you can adjust the sound presets. These sound adjustments will apply for all sources accessed from the control bar.

If your TV tuner allows picture adjustment, you can adjust the picture presets for your TV tuner card. These picture adjustments will now also apply for the video sources from your main room when you bring them up on your computer screen via the control bar.
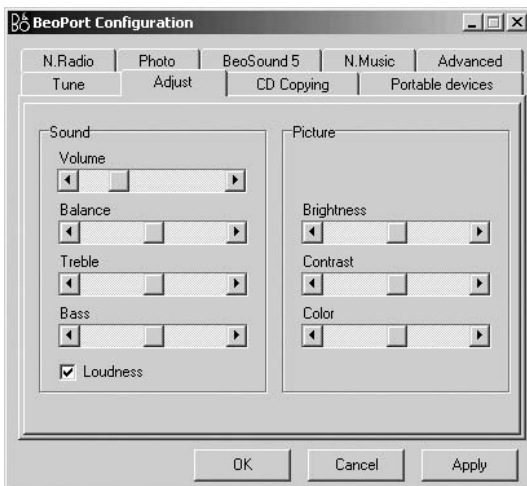
What to do if you need to adjust the sound on the computer …
In order to align the sound levels for your computer sources with a connected source, activate that source via the control bar, and then bring up the sound card mixer device in your computer. Then you can compare and adjust the sound levels.

How to adjust sound on the computer …
> Click **TV** on the control bar to bring up a TV channel.
> Click **SETUP** to be able to select AV sound.
> Click **AV** to select AV stereo sound. AV is highlighted and the sound you hear is the Master Link sound.
> Click **AV** again to listen to sound and compare volume between the two. When in sound mode the AV button is not highlighted.
> Bring up your sound card mixer device.
> Use the **AV** button to switch between AV sound and computer sound.
> Adjust the sound levels via your sound mixer device as you prefer.

Relevant channels to adjust can be:
VOLUME CONTROL
Adjusts the general sound output level from the sound card.
WAVE
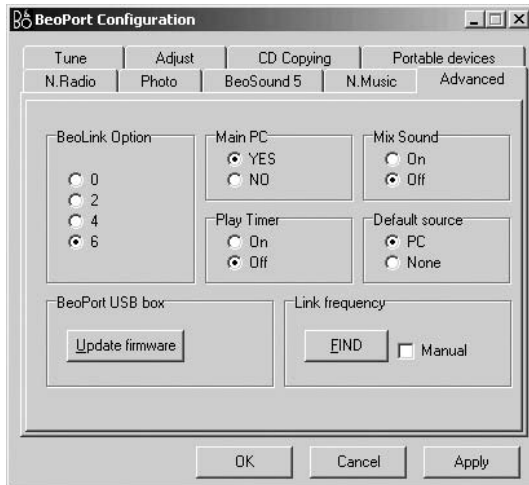Adjusts the input level on N.MUSIC.
AUX/LINE/TV
Adjusts the level of the sound from the TV card.
CD AUDIO
Adjusts the sound level on the internal CD-rom drive.

The adjustment options may vary depending on the built-in sound card.

The Advanced settings – This only applies if BeoPort is part of your setup

Option programming

If your computer is part of a BeoLink setup (with BeoPort or BeoMaster 5) you may need to programme it to the correct Option. Consult your Bang & Olufsen retailer for further information.

Main computer

It is possible to have several BeoPorts set up in a BeoLink system, but you can only distribute N.MUSIC and N.RADIO from the main computer. To indicate which computer is the distributor of e.g. N.MUSIC, you must indicate under 'Main PC', whether the computer is the main, or secondary computer.
> Check the 'Yes' button to indicate a main computer, or …
> … check the 'No' button to indicate a secondary computer.

Play Timer

Control a 'Timer' to make it play an audio or video source, if your computer is part of a BeoLink setup. This function is useful if you want a wake-up 'Timer' to play from an audio system, or if you want to watch the news every night directly on your computer screen.
You can also select the source 'Standby', to make your sources switch off automatically at a specific time every night.
Note that all settings for 'Timer' programming must be set on the connected source (e.g. your audio system or your television).
> Check 'ON' to activate the Play Timer, or…
> … check 'OFF' to deactivate the Play Timer.

Mix sound

Sound from any available Master Link source can be mixed with the sound from your computer. If you want to listen to a CD and sounds from a computer game simultaneously, set mixed sound to 'ON' to listen to both sounds from your speakers.

Default source …

When you start up BeoPlayer, the source computer is selected automatically per default. You may want to change this setting, if you do not want to listen to sound from your computer.

> Check 'PC' to select the computer as your default setting, or …

> … check 'None' to make BeoPlayer start up without any source being active.

BeoPort USB box …

Along with each software update comes software for the BeoPort box. The update-firmware-key checks if you have the latest version of the software (from the Internet or a CD-rom) installed in the BeoPort box.

> Click 'Update firmware'.

> Follow the instructions on the screen.

Link frequency …

In order to receive sound and pictures from your video system, you must tune in the particular channel number on which this signal is distributed. For certain Bang & Olufsen systems, the link frequency is found automatically.

You can adjust the link frequency manually even in a Bang & Olufsen system which supports automatic search.

> Check the option 'Manual' before clicking 'Find'.

The on-screen instructions inform you whether the frequency is found automatically. If it is, this frequency is stored.

NOTE: The US version of BeoPlayer/BeoPort does not support transmission of video sources from the main room to the computer.

If the frequency is not found automatically …
Follow the instructions on the computer screen, which will guide you through to find the link frequency manually.

How to make video system settings …
> Click **CONFIG** located under **SETUP** in the control bar.
> Select the tab 'Advanced'.
> Click the 'Manual' check box in the section 'Link frequency'.
> Click 'Find'.
> Follow the instructions on the screen.

Once you have initiated a search by pressing 'OK', you can change the video system.

Video system settings …
Before you can watch television on your computer screen, you must make sure that you have made the correct country and video system settings. Some areas and countries, such as France, use a SECAM television system.

If you live in such an area, you may have to make video system adjustments when using a link room product. If you want to watch certain set-top box channels or videotapes using the PAL system, you must change the 'Video system' setting in the 'Configuration' menu to PAL.

Contact your retailer for information about available TV tuner cards and their handling of the PAL and SECAM systems.
> Select 'PAL' instead of 'SECAM' to change video system.
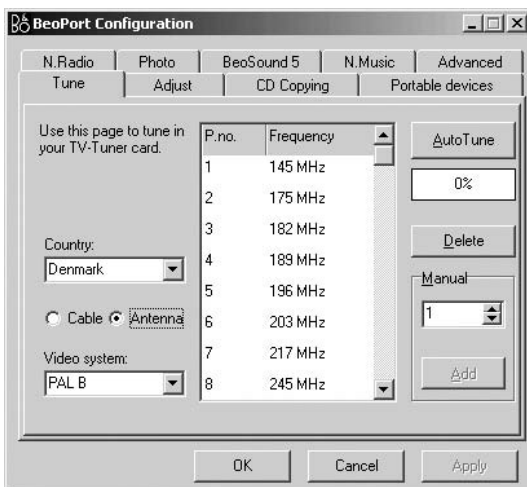
Find the 'Video system' setting under 'Tune' tab.

System requirements for BeoPlayer and BeoPort

Hardware requirements:
Processor: Min. 1GHz
System memory: Min. 512MB RAM
Graphic card: Min. 32MB video RAM, support for Super VGA (800x600)
Hard drive: Min. 100 Mb of available space
USB socket: One available for BeoPort

Operating system requirements:
Windows Vista or Windows XP
DirectX 8.1 or above
Media Player 9.0 or above

Supported media formats

Default supported photo formats are: jpg, jpeg, tif, tiff, gif, bmp and png.
Default supported video clip formats are: avi, asf, wmv, mpg, mpeg. However, this depends on which codec is installed on your computer.
Supported N.MUSIC formats are: Mp3, WMA, WAV (with BeoMaster 5 also, M4A, AAC, MP4).

Software update – BeoMaster 5

On a regular basis the software of BeoMaster 5 is updated. New BeoMaster 5 software will also be offered to you. When a dialogue box appears, asking you whether or not you wish to install new software, you can answer 'Later'.

If you have chosen 'Later', you get the option 'Update software', when you right-click on the Bang & Olufsen icon. Just click this option and the update process begins.

Registration of BeoPlayer or BeoPort

Once you have configured BeoPlayer or BeoPort for the first time, you are prompted to register if you have access to the Internet. Registration is necessary in order to receive the service provided by BeoPortal. Naturally, Bang & Olufsen handles your registration data with the utmost confidentiality. Registration is for BeoPortal purposes only. If you choose not to register, your tracks will be recorded as 'unknown'. If you still wish to use tag information for your recorded CD tracks, you must key in the information manually. Do this in the 'INFO' section which appear on the control bar when you select N.MUSIC.

If you have not registered …
A registration form automatically appears on the screen.
> Select 'New User' and complete the form.

If you have already registered …
> Enter your user name and e-mail address.

In order to receive information from BeoPortal, your computer must be connected to the Internet and be on-line. If you have no Internet access, you are not prompted to register, but at any given point that you obtain Internet access, you will be prompted to register.

If you have forgotten your user name …
Simply follow the instructions on the screen. You will be prompted to submit your e-mail address and your user name will then be sent to you by e-mail.

What to do if you need to remove BeoPlayer/BeoPort

If it should become necessary to remove the application, you can choose to remove the entire BeoPlayer/BeoPort directory, or perform a customised removal where only files directly related to the BeoPlayer/BeoPort application are removed.

If you reinstall the BeoPort application, any existing version of BeoPort will be overwritten automatically.

How to remove …
> Bring up the 'Add or Remove Programs' function from your computer control panel.
> Click and select BeoPlayer/BeoPort from the list of applications.
> Click 'Change/Remove' to remove.
> Click Remove' to remove.
> Click 'Next' to continue.
> Follow the instructions on your computer screen.
> Click 'Finish/Exit' to complete removal of the BeoPlayer/BeoPort application.
> You must run the SETUP.EXE file on the BeoPort CD-rom to restart the installation.

BeoPlayer software can be updated from www.beoplayer.com.

About

BeoPlayer
BeoPort
Bang & Olufsen

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Restore Service:
In order to allow for a restore service, Microsoft and our partners (Record labels, Players, Video labels, and many others) worked to develop a restore schema. The goal of this service is to grant users permission to restore and move digital media licenses between personal machines for legitimate use. This service allows for a limited number of license transactions. When you restore your licenses you are sending some information to Microsoft that uniquely identifies your machine for internal tracking purposes. We store this unique machine

identifier in a database and keep track of the number of times you attempt restore. Note that we do not share this unique machine identifier with any other services either internal or external to Microsoft. You also are sending some security information that enables us to restore your licenses to the new computer (or same computer that has either re-installed the OS or changed some hardware component). None of the security information is stored permanently. In the event that you exceed the limits of our restore schema you will be asked to provide some personally identifiable information. This information is necessary to prevent fraudulent restores and piracy of protected content. In addition, the data may be used internally to perform aggregate analysis of the restore service, such as helping to ensure that we have adequate capacity and security to meet the demand for the service. The personally identifiable information that you provide will not be used for any other purpose. It will be securely stored in a dedicated database located in the United States of America, and will be kept separate from information you may have provided to Microsoft in other contexts. This information will not be shared with any other services either internal or external to Microsoft. Both the unique machine identifier and any personally identifiable information will be transported and stored in a secure environment that protects against unauthorised access, data corruption or loss, and unwanted use or distribution. If you would like to access the personally identifiable information you have provided to Microsoft through the restore service, you can send your request by e-mail to drmpii@microsoft.com.

Security Upgrade (Individualization):
In order to use content with a higher security rating, some vendors require that you upgrade your security components in the Windows Media Rights Manager. Microsoft provides this service and no unique information is shared with the content providers or any third parties. When you upgrade your security level, you are sending some information to Microsoft that uniquely identifies your machine for internal tracking purposes. We store this unique machine identifier in a database and keep track of the number of times you attempt to upgrade your security. We may also use this data internally to perform aggregate analysis of the security upgrade service, such as helping to ensure that we have adequate capacity and security to meet the demand for the service. Note that we do not share this unique machine identifier with any other services either internal or external to Microsoft. You also are sending some

security information that enables us to deliver the appropriate security upgrade to your machine. None of the security information is stored permanently. We also keep track of which security upgrade files were downloaded to your machine. This information is not used to identify your machine, but to help Microsoft prevent security breaches that could affect legitimate users. The unique machine identifier and the security upgrade file information will be transported and stored in a secure environment that protects against unauthorized access, data corruption or loss, and unwanted use or distribution.

Contacting Microsoft:
If you believe that Microsoft has not adhered to these privacy principles, please notify us by e-mail at drmpriv@microsoft.com or by postal mail at the following address: Microsoft Corporation, Attn: Windows Media Rights Manager Service, One Microsoft Way, Redmond, Washington 98052-6399, USA. We will use commercially reasonable efforts to promptly determine and correct the problem.

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