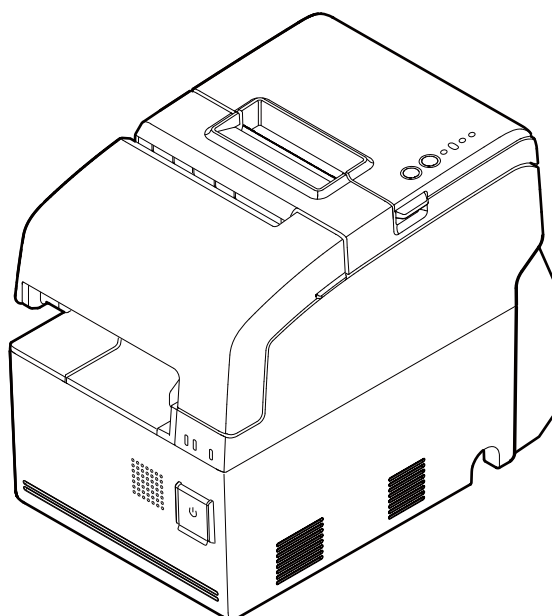


TM-H6000IV-DT

User's Manual

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Important Safety Information

This manual presents important information intended to ensure safe and effective use of this product. Read this manual carefully and store it in an accessible location.

If Windows Embedded POSReady7 is installed on your model, be sure to read “[MICROSOFT SOFTWARE LICENSE TERMS](#)” at the end of this manual before you start using the product. If you do not accept any one of the terms, do not use the product.

For information on development of a system with this product and setup, see also *Technical Reference Guide*. You can access *Technical Reference Guide* from the included *Manual CD*.

Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.

WARNING:

Warnings must be observed carefully to avoid serious bodily injury.

CAUTION:

Cautions must be observed to avoid minor injury to yourself, damage to your equipment, or loss of data.

Note:

Notes have important information and useful tips on the operation of your product.

Safety Precautions

WARNING:

- ☐ **If this product produces smoke, a strange odor, or unusual noise, immediately unplug the AC cable, and then contact your dealer or an Epson service center for advice. Continued use may lead to fire or electric shock.**
- ☐ **Do not use this product with any voltage other than the specified one. Doing so may lead to fire or electric shock.**
- ☐ **Be sure to use the specified AC adapter [AC adapter, T (Model: M284A)]. Connection to an improper power source may lead to equipment damage, fire, or electric shock.**
- ☐ **Do not connect the cables in ways other than those specified in the manuals. Different connections may cause equipment damage or fire.**
- ☐ **Do not block the openings of this product. This may cause overheating inside the product and lead to fire.**
 - **Do not place the product in an unventilated narrow location, such as a bookshelf.**
 - **Do not place the product on carpet.**
 - **Do not cover the product with any fabric.**
- ☐ **Do not use this product where inflammable fumes of gasoline, benzene, thinner, or other inflammable liquids may be in the air. Doing so may cause an explosion or fire.**

- ❑ Do not use aerosol sprayers containing flammable gas inside or around this product. Doing so may cause fire.**
- ❑ If water or other liquid spills into this product, immediately unplug the AC cable, and then contact your dealer or an Epson service center for advice. Continued use may lead to fire or shock.**
- ❑ Do not allow foreign objects to fall into this product. Penetration by foreign objects may lead to fire or electric shock.**
- ❑ Never attempt to repair this product yourself. Improper repair work can be dangerous.**
- ❑ Never disassemble or modify this product. Tampering with this product may result in injury, fire, or electric shock.**
- ❑ Do not attempt to open or disassemble the internal lithium battery. This could result in burns or release of hazardous chemicals.**
- ❑ Do not leave the internal lithium battery in a hot place such as near a fire or a heater because it could overheat and ignite.**

CAUTION:

- ❑ Do not use this product in locations subject to high humidity or dust levels. Excessive humidity and dust may cause paper jams and other problems, such as fire, or electric shock.**
- ❑ Be sure to set this product on a firm, stable, horizontal surface. The product may break or cause injury if it falls.**
- ❑ Do not stand on or place heavy objects on top of this product. Equipment may fall or collapse, causing breakage and possible injury.**
- ❑ Be sure to use this product with the connector cover attached. If it is not attached, foreign objects may enter this product, causing fire or equipment damage.**
- ❑ When you move this product, be sure to hold the main body. If you hold only the connector cover, it may come off and the main body may break or cause injury if it falls.**
- ❑ The print head can be very hot during and immediately after printing. If you need to touch it, such as for cleaning, wait until it cools down. Touching it before that may cause burns.**
- ❑ Be careful of the cutter blades of the printer unit.**
- ❑ Make sure that the total power requirements of all devices receiving power from this product do not exceed the power supplying capability of the product. Otherwise, the devices may be damaged.**
- ❑ Connecting an outdoor overhead LAN cable directly to this product may lead to lightning damage. If you need to connect such a cable to the product, the cable must be protected against an electrical surge between the cable and the product. You should avoid connecting the product to a non-surge protected outdoor overhead LAN cable.**
- ❑ Do not connect a telephone line to the drawer-kick connector of this product. The telephone line or product may become damaged.**
- ❑ To ensure safety, unplug this product before leaving it for an extended period.**

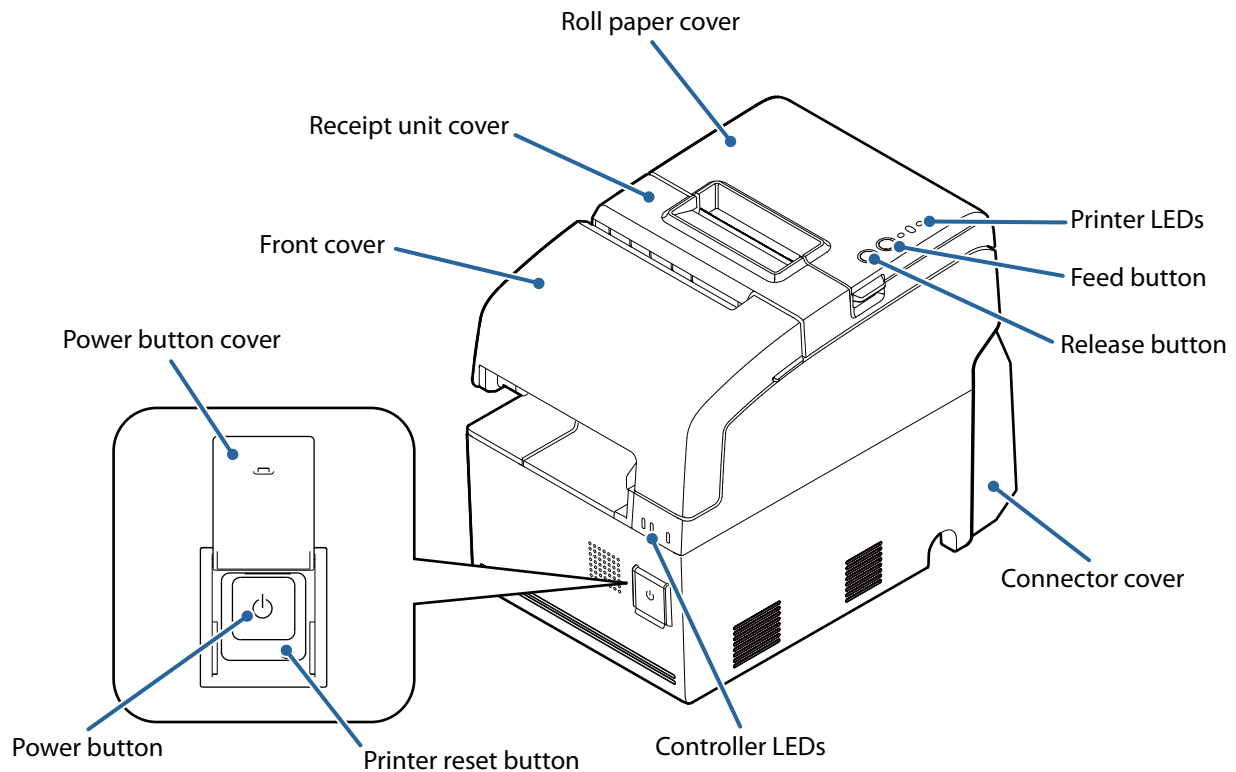
Caution Labels

The caution label on the product indicates the following precautions.



Do not touch the thermal head because it can be very hot after printing.

Part Names and Functions



Roll paper cover

Open this cover to install/replace the roll paper.

Receipt unit cover

Open this cover to install/replace the ribbon cartridge for endorsement printing.

Front cover

Open this cover to install/replace the ribbon cartridge for front slip printing.

Power button cover

Open this cover to operate the power button and the printer reset button.

Power button

Press this button to turn on or shut down the product. Keep pressing the button to turn off the product forcibly. (🔗 [“Forced Termination” on page 15](#))

Printer reset button

Keep pressing this button with a pointed object (such as a pen) until the Ⓜ (Power) LED goes off to reset the printer unit.

Connector cover

Attach this cover to protect cables. (🔗 [“Attaching/Removing the Connector Cover” on page 12](#))

Release button

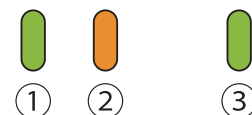
Press this button to release the retained slip paper.

Feed button

Press this button to feed the roll paper.

Controller LEDs

Indicates the controller unit status.



LED	LED status	Meaning
① Status LED (Green)	On	Power is on.
	Flashing (with approx. 1 sec intervals)	Standby.
	Off	Power is off.
② Status LED (Orange)	Flashing (with approx. 1 sec intervals)	Booting/Shutdown/Updating software.
	Flashing (with approx. 160 msec intervals)	CPU temperature is high.
③ Storage access LED (Green)	On	Accessing storage.

Printer LEDs

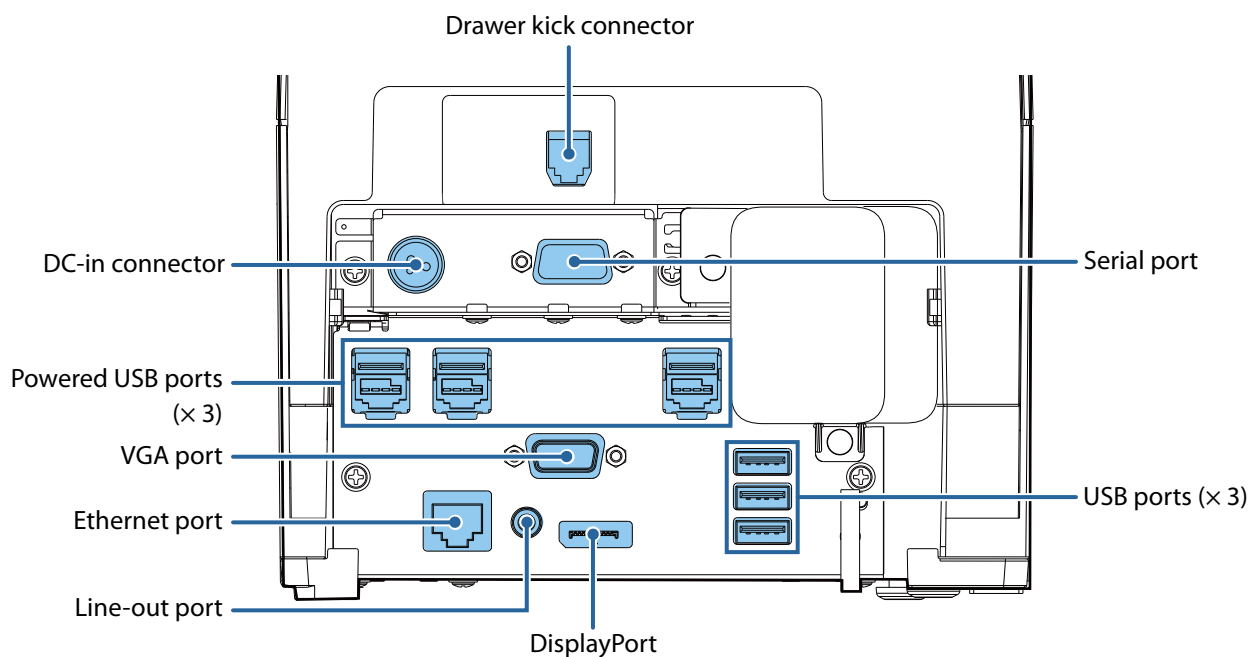
Indicates the printer unit status.



LED	LED status	Meaning
① (Power) LED (Green)	On	Power is on.
	Off	Power is off.
② Error LED (Orange)	On	Offline.
	Flashing	An error has occurred.
	Off	In normal status.
③ Paper LED (Orange)	On	Roll paper near-end.
	Flashing	Waiting for the self-test printing to be continued.
	Off	There is a sufficient amount of roll paper remaining.
④ Slip LED (Green)	On	Slip paper mode.
	Flashing	Waiting for slip paper to be inserted/removed.
	Off	Roll paper mode.

Interface

All the ports and connectors are located on the back of the product.



 Note:

If the connector cover is attached, remove it to access the connectors. ( "Attaching/Removing the Connector Cover" on page 12)

Setup

Installing the Product

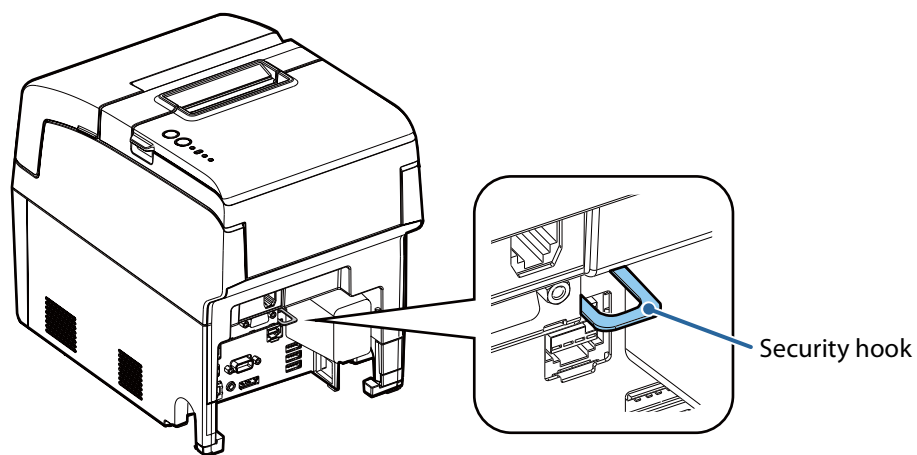
Install the product horizontally on a firm, stable surface.

⚠ CAUTION:

Do not place the product near any magnetic fields to avoid decreasing the MICR recognition rate.

✎ Note:

The security hook on the back of the product allows you to attach a commercially available antitheft wire.



Connecting External Devices

If you connect external devices, turn off the product and then connect each cable to the port/connector on the back of the product. (☞ ["Interface" on page 7](#))

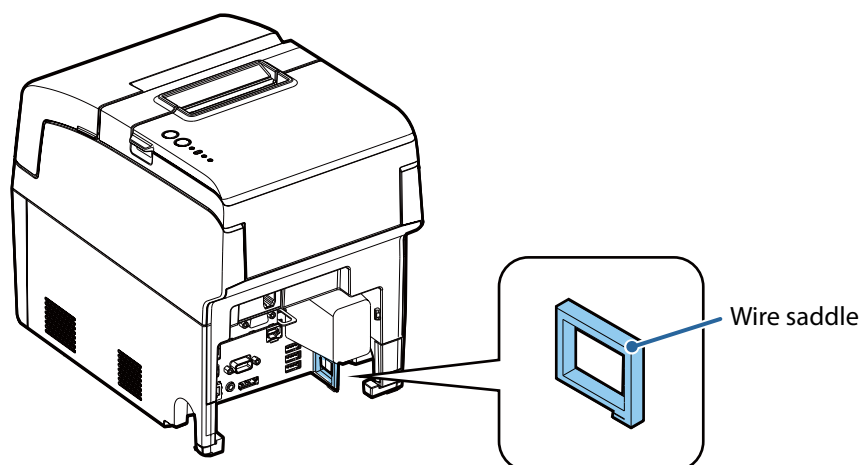
CAUTION:

When connecting external devices to the USB and powered USB ports, follow the precautions below.

- ☐ *Confirm the rated current of the external devices by checking the descriptions on the devices or manuals. Do not use a device whose rated current is unclear. Connect the external devices only when those total power consumption is 30 W or less. (when print density is set to standard.)*
- ☐ *When you use powered USB ports, make sure that the TM-H6000IV-DT is turned off before connecting each cable. When the powered USB mode (See the following section.) is set to Mode 2, also make sure that the AC cable is disconnected from a power outlet before connecting it.*

Note:

When connecting the cables whose connectors do not lock themselves (USB cables and line-out cable), pass the cables through the wire saddle to prevent them from coming off.



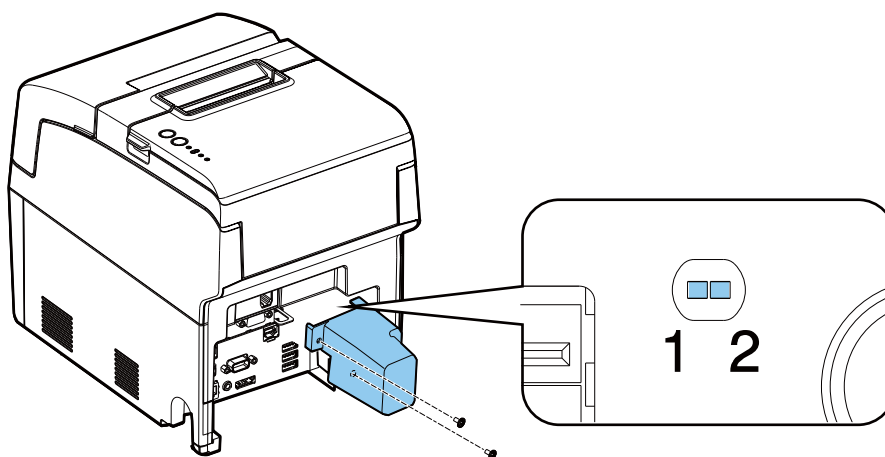
Powered USB mode setting

The product has 2 powered USB modes and is initially set to Mode 1.

- ❑ Mode 1: Power is supplied/not supplied for the powered USB ports when the product power is turned on/off, in accordance with the operation of the power button.
- ❑ Mode 2: Power is always supplied for the powered USB ports regardless of the operation of the power button.

To change the powered USB mode setting, follow the steps below.

1. Make sure that the product is turned off.
2. Remove the 2 screws to remove the cover.
3. Use tweezers to change the position of the switch.
4. Fix the cover with the 2 screws.



Connecting the AC Adapter

Follow the steps below to connect the AC adapter.



WARNING:

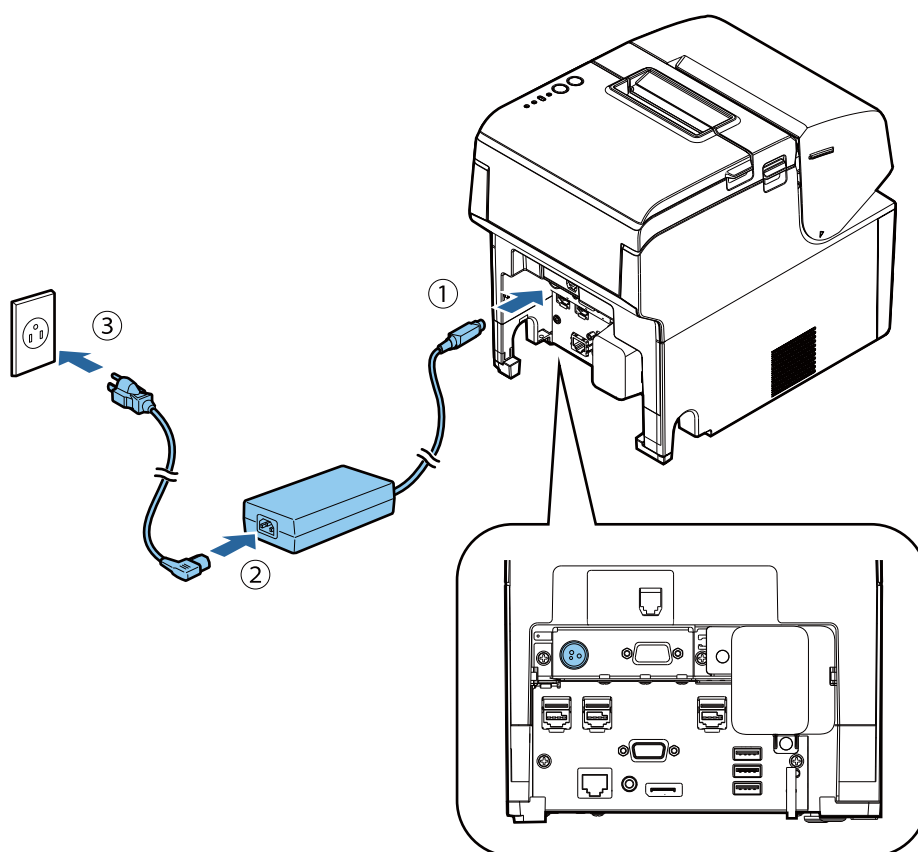
Be sure to use the specified AC adapter [AC adapter, T (Model: M284A)]. Connection to an improper power source may lead to equipment damage, fire, or electric shock.



CAUTION:

Be sure to leave a space between the AC adapter and the main unit.

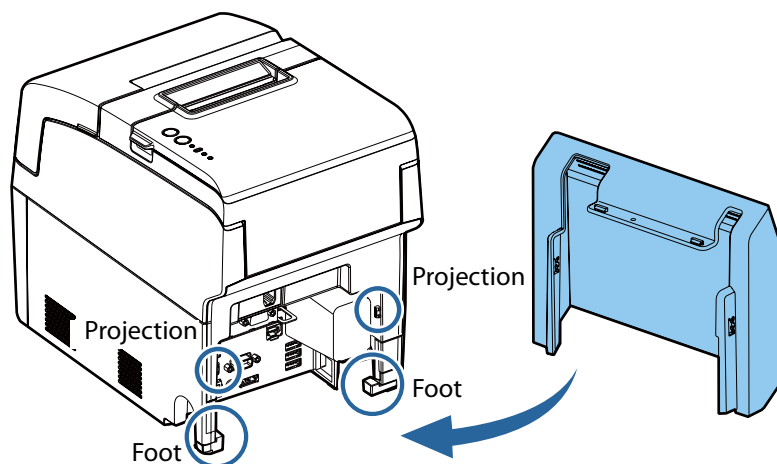
1. Firmly insert the DC connector of the AC adapter all the way into the DC-in connector on the product. (① in the illustration)
2. Firmly insert the connector of the AC cable all the way into the AC inlet on the AC adapter. (② in the illustration)
3. Firmly insert the plug all the way into the grounded wall outlet. (③ in the illustration)
4. Set the AC adapter so that its label side is facing down.



Attaching/Removing the Connector Cover

Follow the steps below to attach the connector cover to protect cables.

1. Put the connector cover on the feet of the main body.
2. Push the connector cover to click onto the main body.
3. Make sure the cables are not pinched.



To remove the connector cover, push both sides of the cover inward to remove the projections of the product from the holes in both sides of the cover.

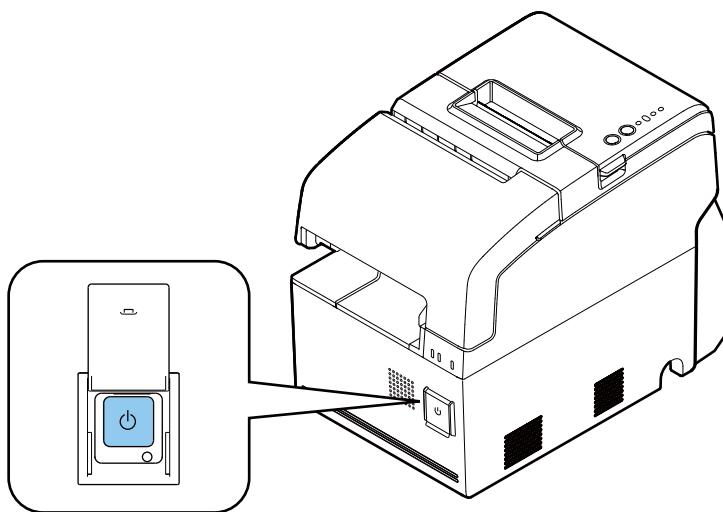
Basic Operations

Turning Power On/Off

CAUTION:

- ❑ If you turn the product off, wait more than 10 seconds before you turn it again.
- ❑ When the product is turned off or when it is in the standby mode, do not hold down the power button longer than 4 seconds.

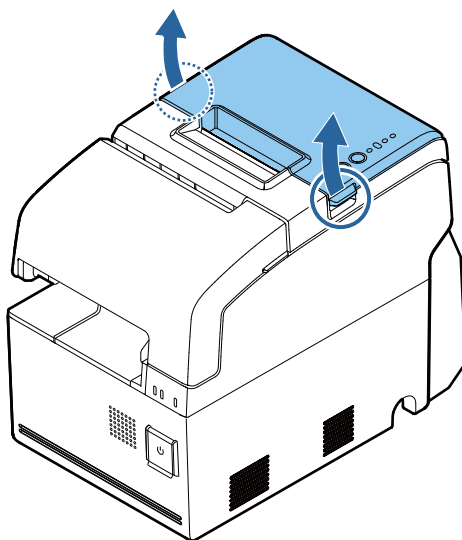
Press the power button to turn on/off the product.



Opening the Covers

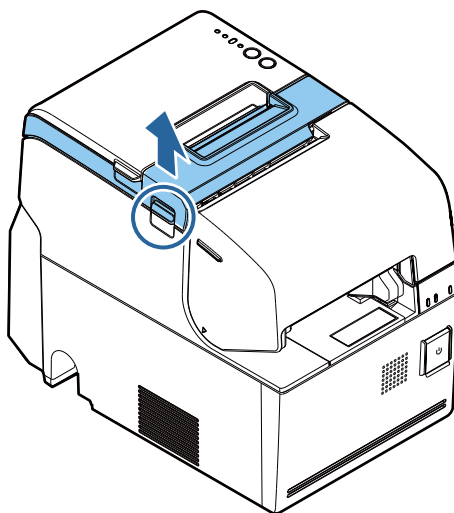
Opening the roll paper cover

Lift up the tabs on both sides of the roll paper cover to open it.



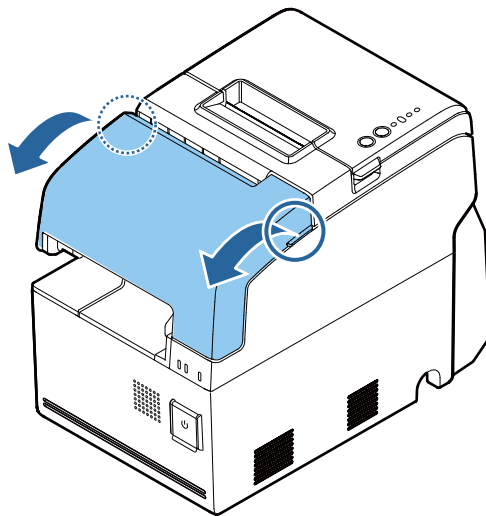
Opening the receipt unit cover

Lift up the lever on the left side of the receipt unit cover to open it.



Opening the front cover

Pull the tabs on both sides of the front cover to open it.



Controlling the Speaker Volume

You can control the speaker volume through the operating system of the computer.

Forced Termination

CAUTION:

When forced termination is executed, all unsaved data is lost and recovery of the operating system may be required.

If you cannot turn the product off using applications or the operating system, you can execute forced termination as a last resort by pressing the power button for approximately 4 seconds.

Installing/Replacing the Ribbon Cartridges

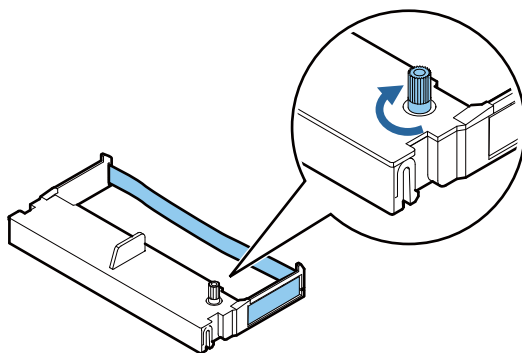
For Front Slip Printing

Follow the steps below to install/replace the ribbon cartridge for front slip printing (ERC-32).

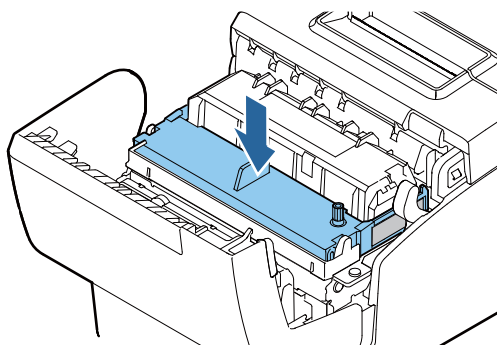
1. Turn on the product. (🔧 [“Turning Power On/Off” on page 13](#))
2. Open the front cover. (🔧 [“Opening the front cover” on page 15](#))
3. Remove the used ribbon cartridge if there is one.
4. Turn the knob on the ribbon cartridge a little in the direction of the arrow marked on the cartridge to remove any slack in the ribbon.

CAUTION:

Make sure to note the direction of the arrow marked on the ribbon cartridge when turning the knob. If it is turned in the reverse direction, the cartridge may be damaged.



5. Insert a new ribbon cartridge until it clicks into place.

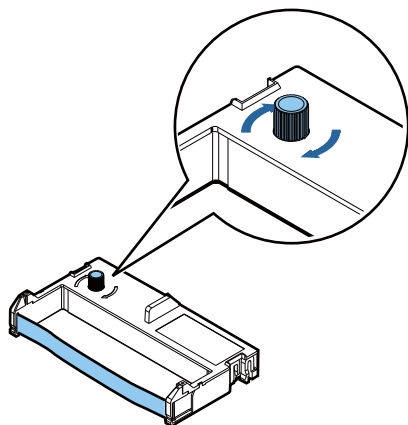


6. Turn the knob on the cartridge in the marked direction again to remove any slack in the ribbon.
7. Close the front cover.

For Endorsement Printing

Follow the steps below to install/replace the ribbon cartridge for endorsement printing (ERC-43).

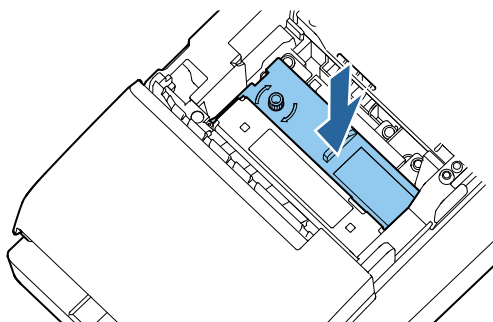
1. Turn on the product. (☞ [“Turning Power On/Off” on page 13](#))
2. Open the receipt unit cover. (☞ [“Opening the receipt unit cover” on page 14](#))
3. Remove the used ribbon cartridge if there is one.
4. Turn the knob on the ribbon cartridge a little in the direction of the arrow marked on the cartridge to remove any slack in the ribbon.



CAUTION:

Make sure to note the direction of the arrow marked on the ribbon cartridge when turning the knob. If it is turned in the reverse direction, the cartridge may be damaged.

5. Insert a new ribbon cartridge until it clicks into place.



6. Turn the knob on the cartridge in the marked direction again to remove any slack in the ribbon.
7. Close the receipt unit cover.

Loading Paper

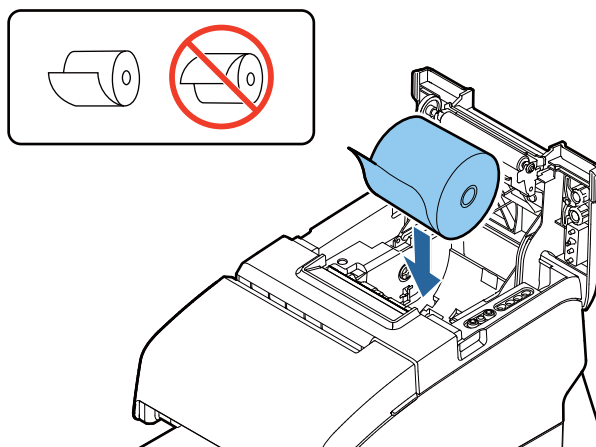
Installing/Replacing the Roll Paper

Follow the steps below to install/replace the roll paper.

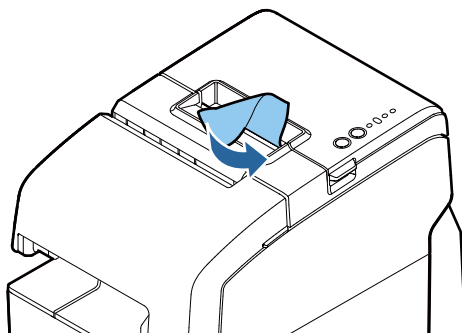
CAUTION:

Be sure to use the specified roll paper.

1. Open the roll paper cover. ( [“Opening the roll paper cover” on page 14](#))
2. Remove the used roll paper core if there is one.
3. Insert the roll paper in the correct direction.



4. Pull out some paper, and close the roll paper cover.
5. Tear off the paper with the cutter.



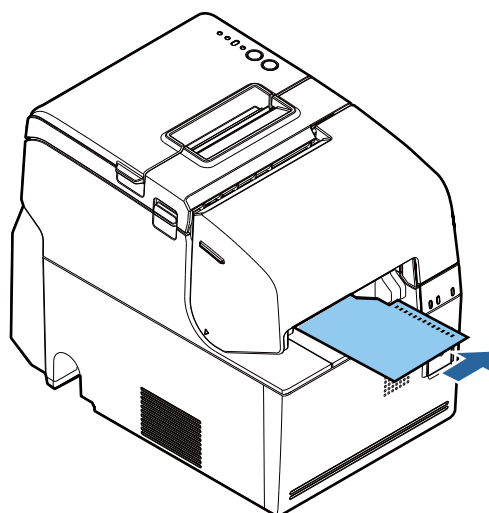
Inserting the Slip Paper

When printing on the slip paper, follow the steps below to insert the slip paper. MICR reading is available by inserting the paper so that the MICR characters on the paper are on the right side.

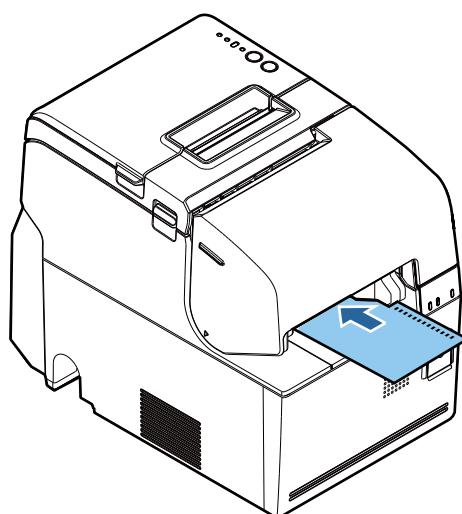
CAUTION:

-  Do not insert any paper that has clips or staples. This may cause paper jams and damage.
-  Make sure the slip paper is flat, without curls, folds, or wrinkles.
-  For MICR reading, use the slip paper of 12 cm {4.72"} long or more.

1. Turn on the product. ( ["Turning Power On/Off" on page 13](#))
2. Insert the slip paper face up with the right paper edge against the right side of the paper guide, and insert it as far as it will go.

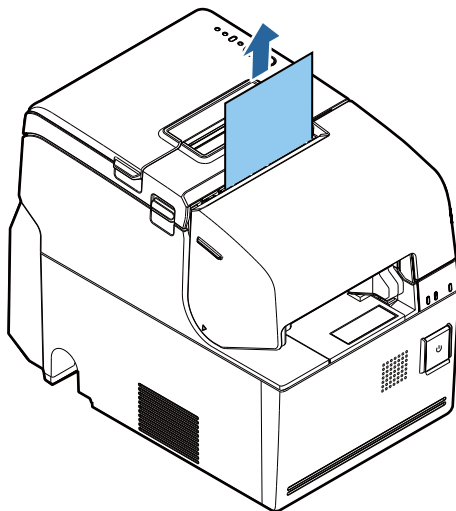


3. Insert the paper straight until the top edge of the paper touches the stopper.



4. When the product starts feeding the paper, release it immediately.

5. Remove the ejected paper by pulling it straight up out of the product.



Cleaning

Cleaning the Product Case

Be sure to turn off the product, and wipe the dirt off the product case with a dry cloth or a damp cloth. For persistent dirt, use a cloth slightly moistened with mild neutral detergent.

CAUTION:

Never clean the product with alcohol, benzene, thinner, or other such solvents. Doing so may damage or break the parts made of plastic and rubber.

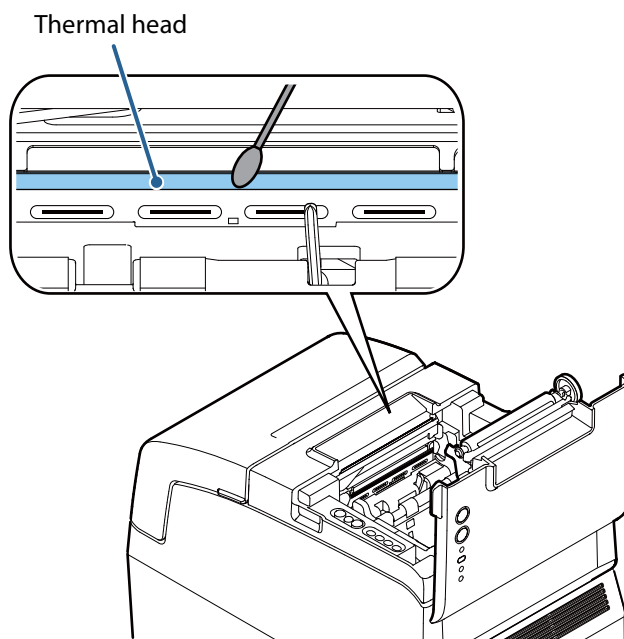
Cleaning the Thermal Head

To maintain receipt print quality, Epson recommends cleaning the thermal head periodically (generally every 3 months) by following the steps below.

CAUTION:

- ☐ The thermal head can be very hot after printing. Be careful not to touch it and to let it cool before you clean it.
- ☐ Do not damage the thermal head by touching it with your fingers or any hard object.

1. Turn off the product. ( [“Turning Power On/Off” on page 13](#))
2. Open the roll paper cover. ( [“Opening the roll paper cover” on page 14](#))
3. Clean the thermal elements of the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or IPA).



Cleaning the MICR Head

Approximately every year, clean the MICR head by following the steps below. When the MICR head becomes dirty, the product cannot read MICR characters normally.

Use the following or an equivalent commercially available cleaning sheet:

KIC Products “Waffletechnology® MICR cleaning card”

CAUTION:

- ☐ Be sure not to use an adhesive cleaning sheet.
 - ☐ Be sure that the cleaning sheet is inserted with the correct side up and in the correct direction.
 - ☐ Use a cleaning sheet only one time; then discard it.
1. Make sure the roll paper is installed correctly and the product is turned off.
 2. Open the roll paper cover. ( [“Opening the roll paper cover” on page 14](#))
 3. While holding down the release button, turn the power back on.
 4. Press the release button 7 times, then close the roll paper cover.
 5. After the product prints “***RECOGNITION MODE*** Please set check.” on the roll paper and the slip LED flashes, insert the cleaning sheet like standard slip paper. ( [“Inserting the Slip Paper” on page 19](#))
 6. Remove the ejected paper by pulling it straight up out of the product.
 7. Turn off the product to exit the cleaning mode.

Troubleshooting

⚡(Power) LED does not light

Check whether the AC adapter is correctly connected. (🔗 [“Connecting the AC Adapter” on page 11](#))

Error LED is on or flashing

- ☐ Check whether all the covers are properly closed.
- ☐ The autocutter blade may be locked. For a minor lock, the autocutter blade automatically returns to the correct position. Otherwise, move it to the correct position. (🔗 [“The roll paper cover will not open \(the autocutter blade is locked\)” on page 24](#))
- ☐ Printing stops if the thermal head overheats and resumes automatically when it cools.
- ☐ For other cases, turn the product off, and after 10 seconds, turn it back on.

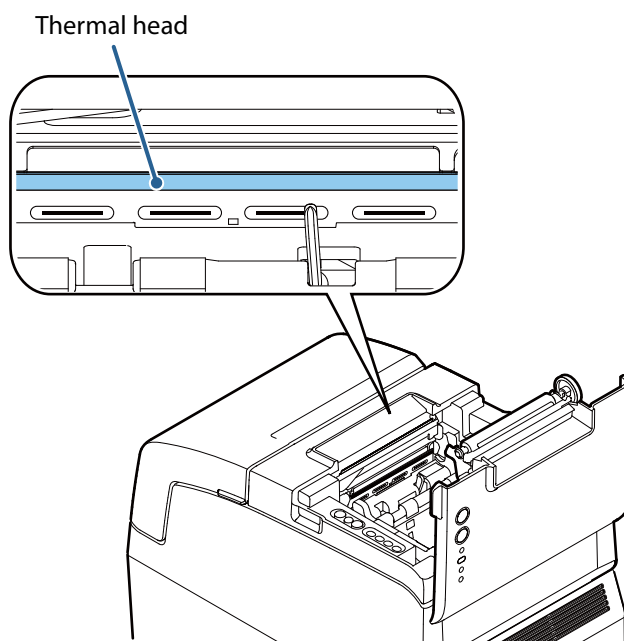
Paper is jammed

Follow the steps below to remove the jammed paper.



CAUTION:

Do not touch the thermal head because it can be very hot after printing.

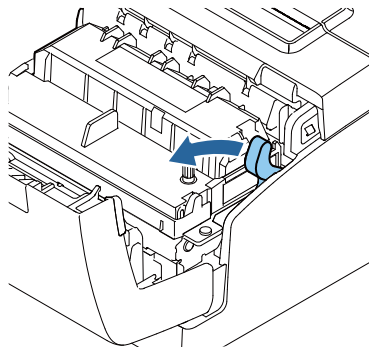


When the roll paper is jammed

1. Turn off the product. (🔗 [“Turning Power On/Off” on page 13](#))
2. Open the roll paper cover. (🔗 [“Opening the roll paper cover” on page 14](#))
3. Remove the jammed paper.

When the slip paper is jammed

1. Turn off the product. (🔌 [“Turning Power On/Off” on page 13](#))
2. Open the front cover. (🔌 [“Opening the front cover” on page 15](#))
3. Open the front carriage unit using the lever at the right of it.

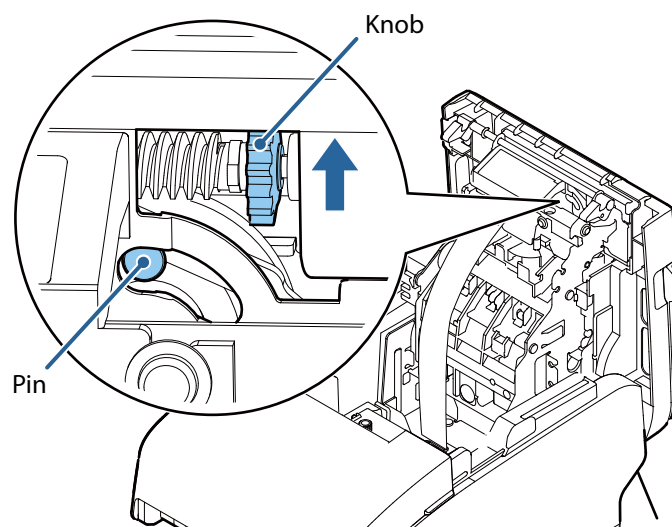


4. Remove the jammed paper.

The roll paper cover will not open (the autocutter blade is locked)

Follow the steps below to return the autocutter blade to the correct position.

1. Turn off the product. (🔌 [“Turning Power On/Off” on page 13](#))
2. Open the receipt unit cover. (🔌 [“Opening the receipt unit cover” on page 14](#))
3. Turn the knob of the autocutter blade in the direction of the arrow until you see a pin in the opening of the frame.



Specifications

Item		SATA HDD models	SATA SSD models
CPU		Intel® Atom™ D2550 (1 MB Cache, 1.86 GHz)	
Main memory		4 GB, DDR3, SO-DIMM slot	
Backing storage		SATA HDD* ¹	SATA SSD* ¹
Interface	Ethernet	10BASE-T/100BASE-TX/1000BASE-T	
	Powered USB (× 3)	Power supply* ² : DC 12 V* ³ /DC 5 V* ⁴	
	USB (× 3)	USB 2.0 Power supply* ² : DC 5 V* ⁴	
	Serial	D-sub 9 pin male	
	VGA	D-sub 15 pin female Analog RGB	
	DisplayPort	DP1.1 female (16.1 mm × 4.76 mm)	
	Drawer kick	RJ12 6 pin Power supply: DC 24 V, 1 A	
	Line-out	φ 3.5 mm Mini-jack	
RTC/CMOS Backup battery		Lithium battery for RTC backup	
Sound function		Built-in monaural speaker	
Print method	Receipt printing	Thermal line printing	
	Slip printing	Serial impact dot matrix printing	
MICR	Reading method	Magnetic bias	
	Supported fonts	E13B, CMC7 (Alphabets are not supported.)	
Software	Operating system	Windows Embedded POSReady7	
	Device control software	ePOS-Device	
Ribbon cartridge	Front slip printing	ERC-32	
	Endorsement printing	ERC-43	
Paper dimensions	Roll paper	Paper width: 79.5 mm ± 0.5 mm {3.13" ± 0.02"} Diameter: 83 mm {3.27"} at maximum Inside diameter of core: 12 mm {0.47"} Outside diameter of core: 18 mm {0.71"}	
	Slip paper	68 mm ~ 230 mm × 68 mm ~ 297 mm {2.68" ~ 9.06" × 2.68" ~ 11.69"} (W × L) Minimum size: 68 mm × 152 mm {2.68" × 5.98"}	
Power supply		Dedicated AC adapter (AC adapter, T [Model: M284A]) DC 24 V, 4.2 A	
Dedicated AC adapter		AC adapter, T (Model: M284A) Input: AC 100 V to AC 240 V, 50 Hz to 60 Hz, 2.4 A Max. Output: DC 24 V, 4.2 A	
AC Power consumption	Operating (Receipt)	94.1 W	93.0 W
	Operating (Slip)	84.3 W	83.8 W
	Standby	15.7 W	14.7 W
	Off	1.7 W	1.7 W
Temperature	Operating	5 to 40°C {41 to 104°F}	
	Storage	-10 to 50°C {14 to 122°F}	

Item		SATA HDD models	SATA SSD models
Humidity	Operating	10 to 90 %RH (No condensation)	
	Storage	10 to 90 %RH (No condensation)	
Overall dimensions (including connector cover)		W × D × H: 186 mm × 290 mm × 246 mm {7.32" × 11.42" × 9.69"}	
Mass (excluding roll paper)		Approx. 6.2 kg {13.6 lb}	Approx. 6.1 kg {13.4 lb}

*1: The capacity differs depending on the model.

*2: Total power consumption for the powered USB and USB ports must be 30 W or less. (when print density is set to standard.)

*3: 1.5 A at maximum for one port.

*4: 0.5 A at maximum for one port.

Appendix

Restriction of Use

When this product is used for applications requiring high reliability/safety, such as transportation devices related to aviation, rail, marine, automotive, etc.; disaster prevention devices; various safety devices, etc.; or functional/precision devices, etc.; you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability. Because this product was not intended for use in applications requiring extremely high reliability/safety, such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care, etc., please make your own judgment on this product's suitability after a full evaluation.

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Use. The software license is permanently assigned to the device (physical hardware system) with which you acquired the software. You may only use the software on that device.

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a. Specific Use. You may use the software with a point of service "POS" application.

A POS System means an Embedded System that performs functions substantially similar to that of a point of sale, kiosk (informational or transactional), digital signage, or similar types of devices; and is designed for use solely with a POS Application.

A POS application is a software application which provides any of the following functions;

- process sales and service transactions
- scan and track inventory
- record or transmit customer information
- perform related management functions
- provide information directly and indirectly to customers about available products and services

b. Other Software. You may use other programs with the software as long as the other programs

- directly supports the manufacturer's specific use for the device, or
- provide system utilities, resource management, or anti-virus or similar protection.
- Software that provides consumer or business tasks or processes may not be run on the device. This includes email, word processing, spreadsheet, database, scheduling and personal finance software. The device may use terminal services protocols to access such software running on a server.

c. Storage/Network Use. You may also store or install one (1) copy of the software on a storage device, such as network server, used only to install or run the software on your other POS Systems over an internal network; however, you must acquire and dedicate an additional license for each separate POS System on or from which the software is installed, used, accessed, displayed or run. Except as otherwise permitted by Remote Assistance features described above, a license for the software may not be shared or used concurrently on different POS Systems.

d. Device Connections. You may use terminal services protocols to connect the device to a server running business task or processes software such as email, word processing, scheduling or spreadsheets.

You may permit a maximum of twenty (20) computers or other electronic devices (each a "Device") to connect via Server Message Bloc (SMB) to the POS System to utilize one or more of the following services of the software: File Services, Print Services, Internet Information Services, Internet Connection Sharing and telephony services. The twenty connection maximum includes any indirect connections made through "multiplexing" or other software or hardware which pools or aggregates connections. Unlimited inbound connections are allowed via TCP/IP (Transmission Control Protocol ("TCP") and the Internet Protocol ("IP").

e. Remote Desktop/Remote Assistance. The software may contain Remote Assistance and Remote Desktop technologies that enable the software or other applications installed on the POS System to be used remotely between two or more computing devices, even if the software or application is installed on only one POS System. You may use Remote Assistance and Remote Desktop with all Microsoft products; provided however, use of these technologies with certain Microsoft products may require an additional license. For both

Microsoft products and non-Microsoft products you should consult the license agreement accompanying the applicable product or contact the applicable licensor to determine whether use of Remote Assistance or Remote Desktop is permitted without an additional license.

- f. **Font Components.** While the software is running, you may use its fonts to display and print content. You may only
 - embed fonts in content as permitted by the embedding restrictions in the fonts; and
 - temporarily download them to a printer or other output device to print content.
- g. **Icons, images and sounds.** While the software is running, you may use but not share its icons, images, sounds, and media.
- h. **VHD BOOT.** Additional copies of the software created using the software's Virtual Hard Disk functionality ("VHD Image") may be pre-installed on the physical hard disk of the device. These VHD Images may only be used for maintaining or updating the software installed on the physical hard disk or drive. If the VHD Image is the only software on your device, it may be used as the primary operating system but all other copies of the VHD Image may only be used for maintenance and updating.
- i. **Multiplexing.** Hardware or software you use to
 - pool connections,
 - reroute information, or
 - reduce the number of devices or users that directly access or use the software (sometimes referred to as "multiplexing" or "pooling"), does not reduce the number of licenses of any type that you need.

3. INTERNET-BASED SERVICES. Microsoft provides Internet-based services with the software. It may change or cancel them at any time.

- a. **Consent for Internet-Based Services.** The software features described below connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. You may switch off these features or not use them. For more information about these features, see <http://windows.microsoft.com/en-US/windows7/windows-7-privacy-statement-highlights>. **By using these features, you consent to the transmission of this information.** Microsoft does not use the information to identify or contact you.

Computer Information. The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.

- Auto Root Update. The Auto Root Update feature updates the list of trusted certificate authorities. You can switch off the Auto Root Update feature.
- Digital Certificates. The software uses digital certificates. These digital certificates confirm the identity of Internet users sending X.509 standard encrypted information. They also can be used to digitally sign files and macros to verify the integrity and origin of the file contents. The software retrieves certificates and updates certificate revocation lists using the Internet, when available.
- IPv6 Network Address Translation (NAT) Traversal service (Teredo). This feature helps existing home Internet gateway devices transition to IPv6. IPv6 is next generation Internet protocol. It helps enable end-to-end connectivity often needed by peer-to-peer applications. To do so, each time you start up the software the Teredo client service will attempt to locate a public Teredo Internet service. It does so by sending a query over the Internet. This query only transfers standard Domain Name Service information to determine if your computer is connected to the Internet and can locate a public Teredo service. If you
 - use an application that needs IPv6 connectivity or
 - configure your firewall to always enable IPv6 connectivity
 by default standard Internet Protocol information will be sent to the Teredo service at Microsoft at regular intervals. No other information is sent to Microsoft. You can change this default to use non-Microsoft servers. You can also switch off this feature using a command line utility named "netsh."
- Information Rights Management. The software contains a feature that allows you to create content that cannot be printed, copied or sent to others without your permission. You may need to connect to Microsoft to use this feature for the first time. Once a year, you may need to re-connect to Microsoft to update it. For more information, go to www.office.microsoft.com/en-us/assistance/HA010397891033.aspx. You may choose not to use this feature.
- Windows Media Digital Rights Management. Content owners use Windows Media digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This software and third party software use WMDRM to play and copy WMDRM-protected content. If the software fails to protect the content, content owners may ask Microsoft to revoke the software's ability to use WMDRM to play or copy protected content. Revocation does not affect other content. When you download licenses for protected content, you agree that Microsoft may include a revocation list with the licenses. Content owners may require you to upgrade WMDRM to access their content. Microsoft software that includes WMDRM will ask for your consent prior to the upgrade. If you decline an upgrade, you will not be able to access content that requires the upgrade. You may switch off WMDRM features that access the Internet. When these features are off, you can still play content for which you have a valid license.

- **Windows Media Player.** When you use Windows Media Player, it checks with Microsoft for
 - compatible online music services in your region;
 - new versions of the player; and
 - codecs if your computer does not have the correct ones for playing content.

You can switch off this last feature. For more information, go to go.microsoft.com/fwlink/?LinkId=51331.

- **Windows (or Microsoft) Update Feature. Windows Update Feature.** This is an optional feature that you can enable by selecting the "Opt In" dialogue box. Once enabled, this feature automatically connects to Microsoft or service provider computer systems over the internet to provide updates from Microsoft to your software and Runtime. In some cases, you will not receive a separate notice when they connect. Standard information about your computer is sent each time the feature connects. Standard computer information may include your Internet Protocol address, the type of operating system, browser and name and version of the software you are using and the language code of the device where you installed the software. Microsoft uses this information to make the Internet based service available to you. You may switch off this feature or not use it. **By using this feature, you consent to the transmission of this information.** Microsoft does not use the information to identify or contact you.

- 4. BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software. However, this does not apply to the Microsoft .NET Framework (see below).
- 5. MICROSOFT .NET FRAMEWORK BENCHMARK TESTING.** The software includes one or more components of the .NET Framework (".NET Components"). You may conduct internal benchmark testing of those components. You may disclose the results of any benchmark test of those components, provided that you comply with the conditions set forth at go.microsoft.com/fwlink/?LinkId=66406. Notwithstanding any other agreement you may have with Microsoft, if you disclose such benchmark test results, Microsoft shall have the right to disclose the results of benchmark tests it conducts of your products that compete with the applicable .NET Component, provided it complies with the same conditions set forth at go.microsoft.com/fwlink/?LinkId=66406.
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