BenQ Joybee 110 (DA-110)
Digital Audio Player
User Manual

Welcome

i Copyright

Copyright 2003 by BENQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of this company.

ii Disclaimer

BENQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties, merchantability or fitness for any particular purpose. Further, BENQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents hereof without obligation of this company to notify any person of such revision or changes.

*Windows, Internet Explorer and Outlook Express are trademarks of Microsoft Corporation. Others are copyrights of their respective companies or organizations.

iii Handling Instructions

1. This player is a highly precise electronic product. Please do not disassemble it.
2. Do not format the memory of the player in FAT32/NTFS file format.
3. Do not attempt to alter any part of the player.
4. Do not subject the player to severe impact.
5. Keep the player away from water or direct sunlight.
6. Use damp cloth to clean the player. Do not use any chemical solution.
7. Use only chargers and accessories for use with this particular player model. The use of any other types will invalidate any approval or warranty applying to the player, and may be dangerous.
8. Keep proper volume while listening or it may cause eternal harm to listening capacity.
9. Dispose of unused player and its accessories according to local environmental regulations.

iv Table of Contents

1

Copyright 2

Disclaimer 2

Table of Contents i

Your Joybee 110 Digital Audio Player 1
Introduction 1
Package Contents 1
System Requirements 1
Touring the Joybee 110 Digital Audio Player 2
- Buttons/Ports/Parts 2
- The LCD Display 4

Getting the Joybee 110 Digital Audio Player Ready 5
Connecting Earphone 5
Charging the Battery 5
Installing Joybee 110 Digital Audio Player Software 6
Installing the USB Driver 7
- Installing in Windows ME/Windows 2000/Windows XP 7
- Installing in Windows 98 7

Using the Joybee 110 Digital Audio Player 8
Turning the Player On and Off 8
Playing Music 8
Section Repeat 8
Play Repeat, EQ (Equalizer), Play Speed 8
- Repeat 8
- Equalizer 9
- Speed 9

Recording 9
- Using the Record Function 9

System Setups 9
- Recording setups 10
- Setting date and time 10

Format flash memory 10
Setting Joybee 110 Auto-Off time 10
Setting display backlight duration 10
Setting display contrast 10
Setting language 10
SW Upgrade 10
Buttons Lock 10
Using the Joybee 110 Digital Audio Player as a USB Flash Drive 11

Using QMusic 12
The Main Screen 12
Adding songs to the Joybee 110 Digital Audio Player using QMusic 14

Notes, FAQ and Troubleshooting Tips 21
Notes 21
FAQ and Troubleshooting Tips 22

1 Your Joybee 110 Digital Audio Player

Introduction

Congratulations on your purchase of the Joybee 110 Digital Audio Player!

The Joybee 110 Digital Audio Player not only provides multiple functions for high quality music playback and voice recording but consumes lower power to extend your good time. It supports MP3 and WMA music formats, multi-language display and 7 pre-set EQ modes.

Joybee 110 also features audio files segment repeating and options for play speed, making it an ideal tool for language learning. Besides, you can use the Joybee 110 Digital Audio Player as a flash drive, so you can not only make your music mobile, but also move your important data with you.

In addition to the Joybee 110 Digital Audio Player itself, its bundle software tools also provide you with added convenience for converting and transferring music data, making it the easiest to use and highly personalized digital audio player ever available.

Package Contents

The Joybee 110 Digital Audio Player sales package should include the following items. Please contact your dealer if any of them is missing or damaged.

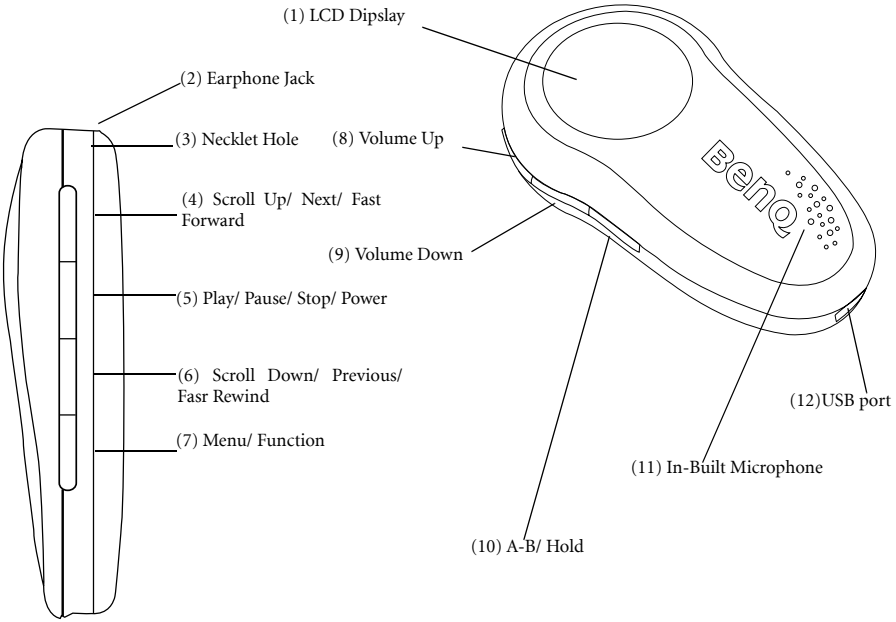
- Joybee 110 Digital Audio Player
- Earphone
- USB cable
- CD-ROM (eManual / QMusic / Driver..., etc.)
- Quick start guide
- Warranty card
- Necklet

System Requirements

- Microsoft Windows 98SE/ME/2000/XP
- Pentium 200MHz or higher
- USB port
- CD-ROM drive
- 60MB hard disk space
- 32MB system memory

Touring the Joybee 110 Digital Audio Player

Buttons/Ports/Parts



(1) LCD display

Displays the status of the player. (e.g. song title, play time..., etc.)

(2) Earphone jack

For connecting your earphone to Joybee 110.

(3) Necklet hole

For strapping the necklet.

(3) Scroll up/Next track/Fast forward (⏭) Button

- Skip to the next track while playing music, or to the next file while playing recorded files. If current song or file is already the last one, pressing this button brings you to the first song or file.
- Hold down the button while playing to fast forward through tracks.
- Scroll up in menus.

(4) On/Off/Play/Pause/Stop Button (⏯)

- When player power is off, long press this button to turn on the player and the startup screen will appear.

- When the player is in standby mode, press this ▶ button to start playing.
- In a menu, press this button to enter or confirm your selection.
- When player power is on or in standby mode, hold down this button for 2 seconds to turn it off.
- When playing or recording, press this button to pause. The icon ▌▌ will appear on the display. When paused, press this button to resume playing or recording. The icon ▌▌ will disappear.
- While playing or recording, long press this button to stop and put the player into standby mode.

(5) Scroll down/Previous track/Fast rewind (⏮) Button

- Skip to the previous track while playing music, or to the previous file while playing recorded files. If current song or file is already the first one, pressing this button brings you to the last song or file.
- Hold down the button while playing to fast rewind through tracks.
- Scroll up in menus.

(6) Menu/Function (MENU) Button

- Press to select among main menu in idle mode.
- Long press to have pop-up options while playing audio files.

(7)/(8) Volume up (+VOL)/Volume down (-VOL) Button

- Use the 2 volume control buttons to adjust playback volume: "+" to increase (up to level 17) it and "-" to decrease (down to level 0) it. The volume status is displayed on the display.

(9) Functions button lock/Audio files segment repeat (🔒/A-B) Button

- While playing, press this button to set the starting point for section repeat. The icon "A↻ " will appear on the display. Press this button again to set the ending point. The icon "↻AB" will appear on the display and meanwhile the player will start playing the section repeatedly. Press this button to cancel section repeat. The icon "↻AB" disappears and resumes to normal playback mode.
- Long press 🔒/**A-B** button to disable all button functions. Long press again to cancel lock mode.

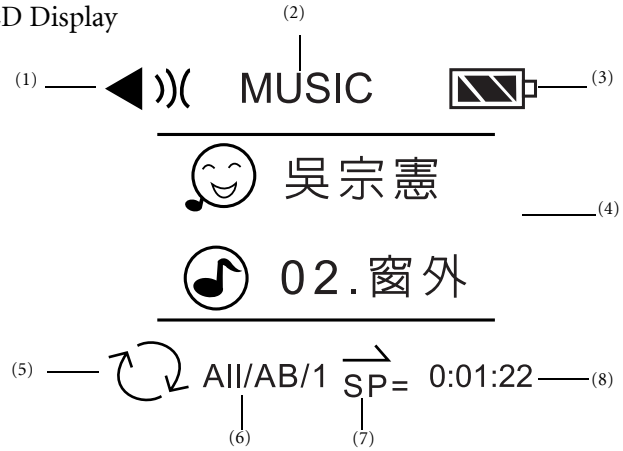
(10)In-built microphone

For voice recording.

(15) USB port

- As a USB port, you can connect the USB cable to this port and the USB port on your computer to establish connection between both.
- For connecting Joybee 110 to computer when charging.

The LCD Display



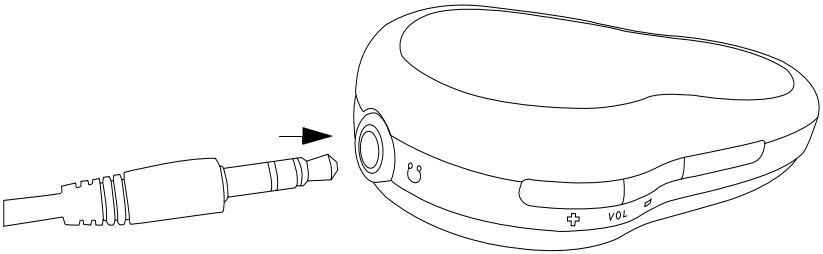
No.	Description
(1)	Indicates that the player is in playback mode.
(2)	Indicates that the player is in MUSIC/VOICE/RECORD/ SETTING mode.
(3)	Shows the status of battery power.
(4)	Shows the artist and the audio file being played.
(5)	Appearance of this icon indicates that the player is in repeat mode.
(6)	Appearance of this icon indicates type of repeat mode. (ALL repeat/ AB section repeat/single audio tract repeat)
(7)	Shows current playspeed.
(8)	Shows current track elapsed time when playing or recording time when recording.

3 bars in the battery status icon indicate that the battery power is sufficient. Only one bar in the icon indicates that the power is weak. If there are no bars in the icon, the battery is near empty and you need to charge it immediately. The player will turn off automatically, and any recording in progress will be saved.

2 Getting the Joybee 110 Digital Audio Player Ready

Connecting Earphone

As illustrated, plug the earphone into the earphone jack on the Joybee 110 Digital Audio Player.

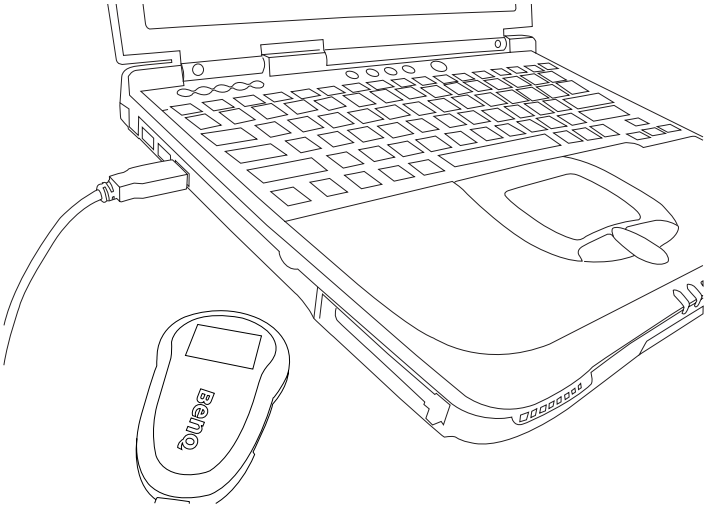


Charging the Battery

Connect Joybee 110 Digital Audio Player to PC USB port with the USB cable. When charging completes, "Charging Completes" will show on display. It'll take about three hours the first time you charge your Joybee 110.

A fully charged battery is capable of providing up to 10 hours of playback time. The maximum playback time will vary depending on the playback volume and file format.

When the battery is completely drained after your first time use, extend the charging time for 2 more hours than usual.



Installing Joybee 110 Digital Audio Player Software

Insert the Joybee 110 Digital Audio Player CD-ROM into your CD-ROM drive. A few seconds later, a software installation menu will appear on your computer screen. Click on an item to select it and start installing the selected software.

If the autorun function of your CD-ROM drive is disabled, look for the file "Setup.exe" in the CD-ROM directory using Windows Explorer and double-click on it. The software installation menu will then appear.

Follow the on-screen instructions to install. Please refer to the table below for a brief description of the contents on the CD-ROM and what you can do with these bundle material.

Items on the installation screen	Introduction
Install QMusic	Click this item to install QMusic. QMusic is a powerful music management software program that allows you to easily convert CD music into .mp3 format, save the converted files or update music in the Joybee Digital Audio Player through just a few clicks, or let it perform update automatically. Besides, you can also use it as a standalone music player to play music and create multiple playlists. For how to use QMusic in combination with the Joybee 110 Digital Audio Player, please see "Using QMusic" on page 12
Install Joybee 110 Driver for Windows 98SE	Click this item to install Joybee 110 Driver for Windows 98SE. The software provides the driver for Windows 98SE to validate QMusic.

Install Windows Media Player 9	Click this item to install Windows Media Player 9. Click this item if you do not have such program in your computer, or what you have is an older version.
TVF plug-in for Microsoft Media Player	QMusic does not support TVF format at this version. Please install this TVF plug-in program, then play your TVF file with Microsoft Media Player 9.
Install Acrobat Reader	Click this item to install the Acrobat Reader software for viewing the on-line manual files.
Read User Manual	Click this item to access the electronic user manual files.

Installing the USB Driver

Installing in Windows ME/Windows 2000/Windows XP

Turn on the power of the Joybee 110 Digital Audio Player by pressing the ▶/‖ button, and then connect it to the USB port of your computer using the USB cable. A **New Hardware Found** message will appear and installation will be completed automatically.

Installing in Windows 98

In addition to clicking **Install Joybee 110 Driver** on the software installation screen, you can also install the USB driver following the steps below:

1. Turn on the power of the Joybee 110 Digital Audio Player by pressing the ▶/‖ button, and then connect it to the USB port of your computer using the USB cable.
2. If the Adding New Hardware Wizard appears, browse to select the files required for installation under the **Joybee 110** directory in the **BENQ** folder on the disk drive where you installed the Joybee 110 Digital Audio Player software.
3. Follow the instructions of the wizard to complete the installation process.

A **Removable Disk** icon will appear in **My Computer** window if installation is successfully completed.

3 Using the Joybee 110 Digital Audio Player

Turning the Player On and Off

In power off status, long press the ▶/‖ button to turn on the player.

In playback and recording modes, long press the ▶/‖ button to stop playing or recording and enter standby mode.

In standby status, press and hold the ▶/‖ button for about 2 seconds to turn off the player.

Playing Music

1. Press the ▶/‖ button to turn on the player and the main menu will appear on the display automatically.

2. In the main menu, press **MENU** button to search for **Music Mode**. Scroll |◀◀ or ▶▶| button to choose the music file you want to play.

3. Press the ▶/‖ button to start playing.

4. Long press the **MENU** button to have pop-up options. Scroll |◀◀ or ▶▶| button to choose and then long press ▶/‖ to confirm and screen will go back to display.

While playing music, you can press the ▶/‖ button to pause. The icon ‖ will appear on the display. Press the button again to continue playing.

Section Repeat

While playing, press the 🔒 **/ A-B** button to set the starting point for section repeat. The icon "A ↻ " will appear on the display. Press the 🔒 **/ A-B** button again to set the ending point. The icon "↻AB" will appear on the display and meanwhile the player will start playing the section repeatedly. Press the 🔒 **/ A-B** button to cancel section repeat. The icon " ↻ AB" disappears and resumes to normal playback mode.

Play Repeat, EQ (Equalizer), Play Speed

When playing music, press and hold the **MENU** button for about 2 seconds. The pop-up option box will appear on the display. Press |◀◀ or ▶▶| button to scroll to an item, and then press ▶/‖ button to confirm and select it. The pop-up option box consists of 3 setup items: Play **Repeat**, **EQ** (Equalizer), Play **Speed**.

Repeat

Here you can setup the play repeat mode. Scroll |◀◀ or ▶▶| button to **Repeat** and press ▶/‖ to enter the sub-options. : **Ran. Rep**, **Random**, **All, One, and Normal**. Scroll |◀◀ or ▶▶| button to choose and then press ▶/‖ to confirm.

Ran. Rep: Random repeat. Joybee 110 will repeatedly play random audio files.

Random: Random play. Joybee 110 will play audio files randomly.

All: Repeat all. Joybee 110 Digital Audio Player plays all audio files repeatedly. The icon will appear on the display in this mode.

One: Repeat current one. Joybee 110 will play current audio repeatedly. The icon will appear on the display in this mode.

Normal: No repeat. The Joybee 110 Digital Audio Player will just play all audio files once in this mode.

Equalizer

You can select from the following equalizer modes: **Speech**, **Bass**, **Rock**, **Pop**, **Jazz**, **Classic**, and **Normal**.

Press ▶/‖ first to enter sub-options and then |◀◀ or ▶▶| button to scroll to an equalizer mode, and then press ▶/‖ button to select it.

Speed

You can select from the following play speeds: **Veryslow**, **Slow**, **Normal**, and **Speedy**.

Press |◀◀ or ▶▶| button to scroll to a play speed, and then press the ▶/‖ button to select it.

Recording

The Joybee 110 Digital Audio Player supports built-in microphone recording. The recordable time depends on the bitrate selected and remaining space in the memory.

- **The maximum number for recorded files is 256.**

Using the Record Function

Recording using the built-in microphone

1. Press ▶/‖ button to turn on the player.
2. Press the **MENU** button to **Record** mode and press ▶/‖ button to start recording.
3. Press again to pause or long press to stop recording. The recorded file would be saved in the default folder named MICIN and you can find it in Voice mode.
4. Press the **MENU** button to find Voice mode. You can press the |◀◀ or ▶▶| button to scroll to select the file you just recorded and press ▶/‖ to play.

- **When you record using the built-in microphone, this file will be automatically saved in the default folder named MicIn.**

System Setups

Press MENU button to Setting Menu. Scroll |◀◀ or ▶▶| button to choose setting item and press ▶/‖ to enter.

Recording setups

Quality: Here you have four choices to decide the recording quality: **High**, **Mid**, **Low**, and **TVF** (TVF, mono audio format. Taking up less memory space to extend recording time.).

VOR: If you set VOR on, Joybee 110 Digital Audio Player only starts recording when there's sound signal detected by in-built microphone. Or Joybee 110 Digital Audio Player will start recording whenever you start recording.

Exit: Scroll here and press ▶/‖ to go back to **Setting** menu.

Setting date and time

Press |◀◀or▶▶|button to increase or decrease the highlighted digits and press ▶/‖button to next digits until finish. the display will go back to **Setting** menu.

Format flash memory

Quick: Executes quick format.

Complete: Executes complete format.

Exit: Scroll here and press ▶/‖ to go back to **Setting** menu.

Setting Joybee 110 Auto-Off time

You can set your Joybee 110 to turn off automatically when in idle mode for different periods of time: **Never**, **1Min**, **3Min**, **5Min**, **10Min**. Scroll |◀◀or▶▶|button to select and press ▶/‖ to confirm.

Setting display backlight duration

You can scroll to choose a auto-off backlight duration here: **Always Off**, **5Sec**, **10Sec**, **15Sec**, **30Sec**. Scroll |◀◀or▶▶|button to select and press ▶/‖ to confirm.

Setting display contrast

Scroll |◀◀or▶▶|button to slide the contrast bar and press ▶/‖ to confirm.

Setting language

There are three languages options to choose: **Trad-Chinese** (traditional Chinese), **Simp-Chinese** (Simplified Chinese), **English**. Press |◀◀or▶▶|button to select and press ▶/‖ to confirm.

SW Upgrade

Please connect to http://BenQ.com to know more about it.

Buttons Lock

Long press **/A-B** to disable the button functions, and long press again to release button functions.

Using the Joybee 110 Digital Audio Player as a USB Flash Drive

In combination with the USB cable, you can use the Joybee 110 Digital Audio Player as a handy USB flash drive.

1. Connect the Joybee 110 Digital Audio Player using the USB cable. The player will be recognized automatically and there will be a new removable disk icon in the My Computer window.
2. Now you can manage files by using the cut/copy/paste commands between your PC and the player.

If the files are not in .mp3, .wma or .tvf formats, they will not be recognized by the Joybee 110 Digital Audio Player as music files, and will not effect normal functions.

5 Using QMusic

QMusic is a software program that helps you to easily organize your music collection. You can use it to play music CDs and MP3 files, convert CD music into .mp3 format, create playlists for playing music, burn music CDs and compile your own music album.

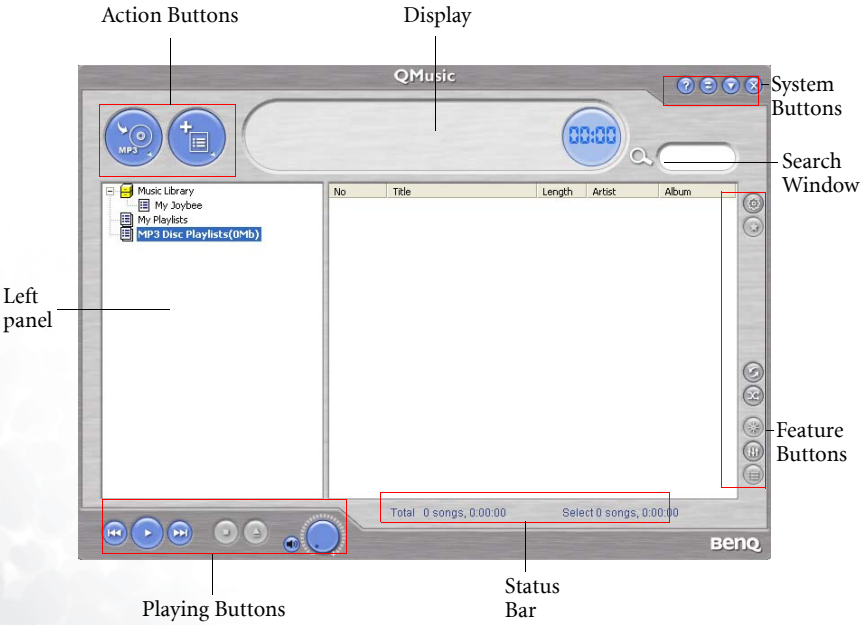
When used with the Joybee 110 Digital Audio Player, you can easily convert CD music into .mp3 format and transfer it to the player. You can also let QMusic update the music files in the player automatically.

The following section will focus on the QMusic functions that are used with the Joybee 110 Digital Audio Player. For instructions on how to use other features, please refer to its online help.

After QMusic is successfully installed, an icon will be created on your computer desktop. Double-click the icon to open QMusic.

Or, you can also click the **Start** button on Windows Taskbar and select **Programs**, **QMusic2**, **QMusic2**.

The Main Screen

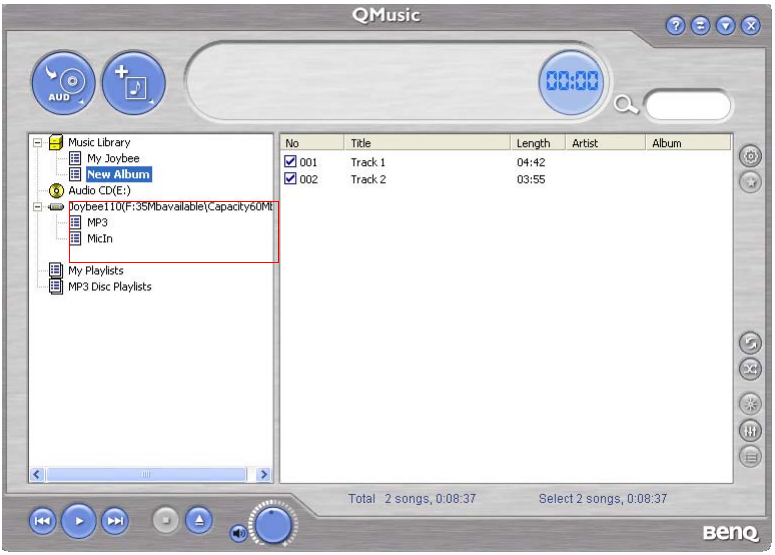


Parts	Description
Action Buttons	Execute certain actions in QMusic.
Left Panel	Displays all available media for QMusic.

Music Playing Buttons	You can use these buttons to play music.
Status Bar	The detailed information of playlist will appear here, including total number of songs and total playback time.
Feature Buttons	When playing music, you can use these buttons to change play mode.
Right Panel	Shows songs in the selected playlist/media on the left panel.
Search Window	You search for a song by entering its name and pressing the magnifier icon.
System Buttons	Used to control the QMusic window.
Display	Shows the process currently being carried out by QMusic. For example, when playing music, the title of the song, elapsed time and other information will appear here.

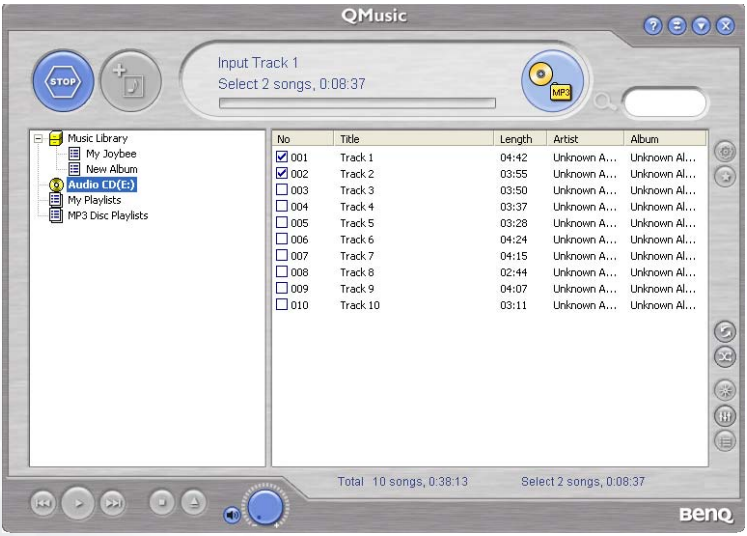
Adding songs to the Joybee 110 Digital Audio Player using QMusic

After QMusic is opened, connect the Joybee 110 Digital Audio Player to your computer using the USB cable. The icon Joybee110 will appear on the left panel of QMusic and default folders MP3 and MicIn will appear below it.

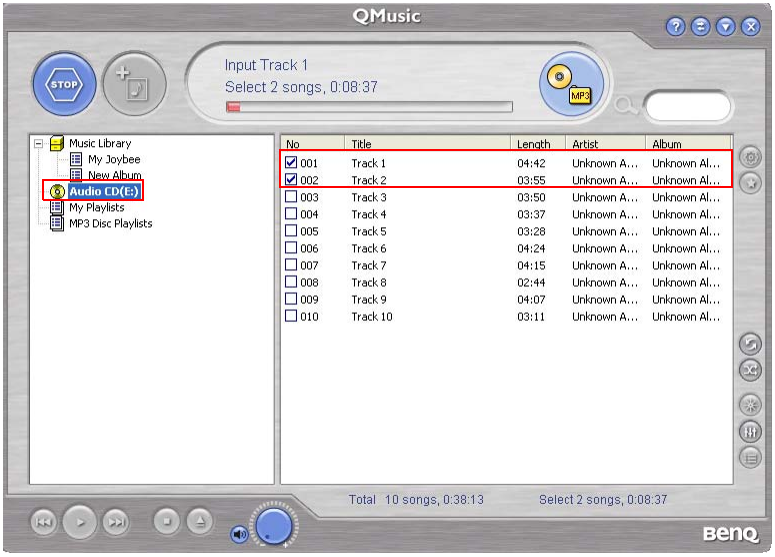


Adding CD music to the Joybee 110 Digital Audio Player

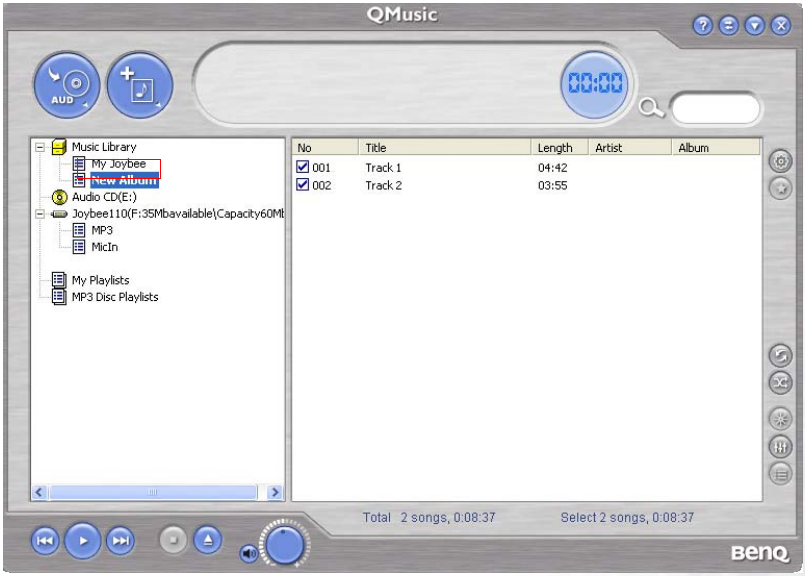
1. Insert a music CD into the CD-ROM drive of your computer. A few seconds later, the icon Audio CD will appear on QMusic left panel, and a list of songs on the CD will appear on the right panel.



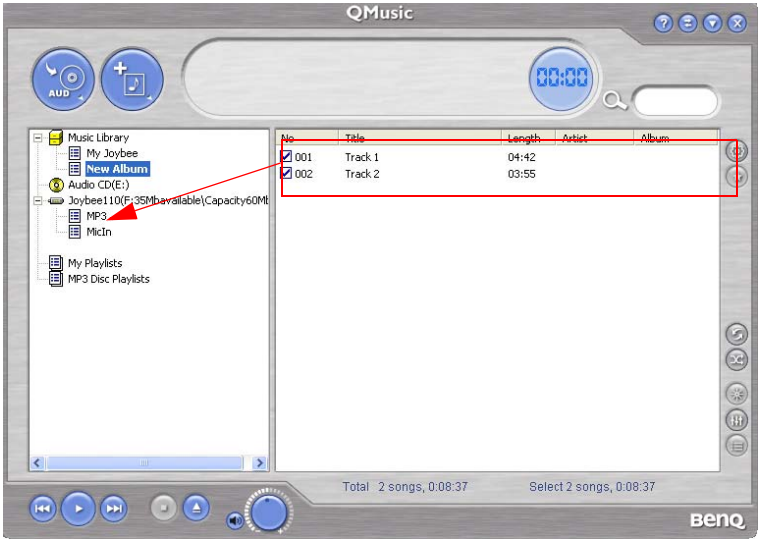
2. Check the checkboxes next to the songs you want to transfer to the player. When finished, click the button. QMusic will convert selected songs into MP3 format.



3. When QMusic has done with the conversion process, it will place all converted files in a **New Album** playlist on the left panel. Click on it and you will see a list of converted files on the right panel.



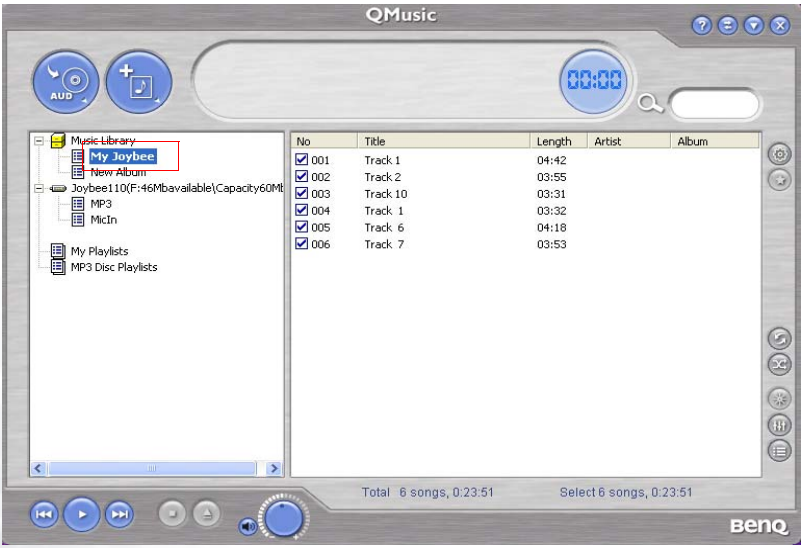
4. Click and drag the selected songs on the right panel to the **MP3** directory under the Joybee110 icon.



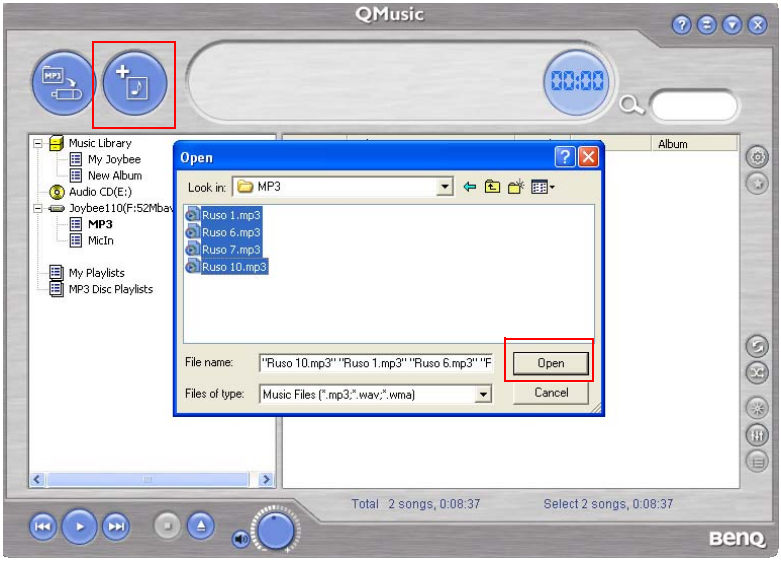
Before dragging the selected songs to the Joybee 110 Digital Audio Player, make sure that there is enough memory space.

Adding new songs to the Joybee 110 Digital Audio Player from your computer

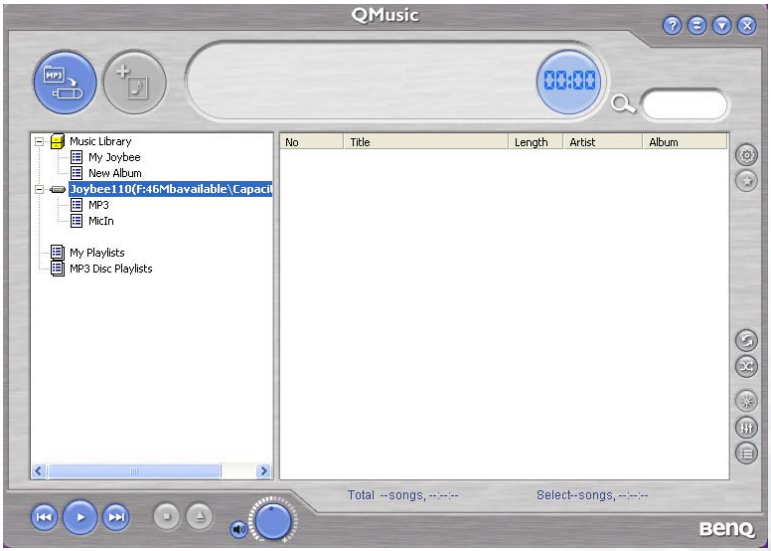
1. Click the **My Joybee** playlist on the left panel.



2. Click the button and then browse for and select the .mp3, .wav or .wma song files you want to transfer to the Joybee 110 Digital Audio Player. Click **Open** and the selected song files will be added to the **My Joybee** playlist.

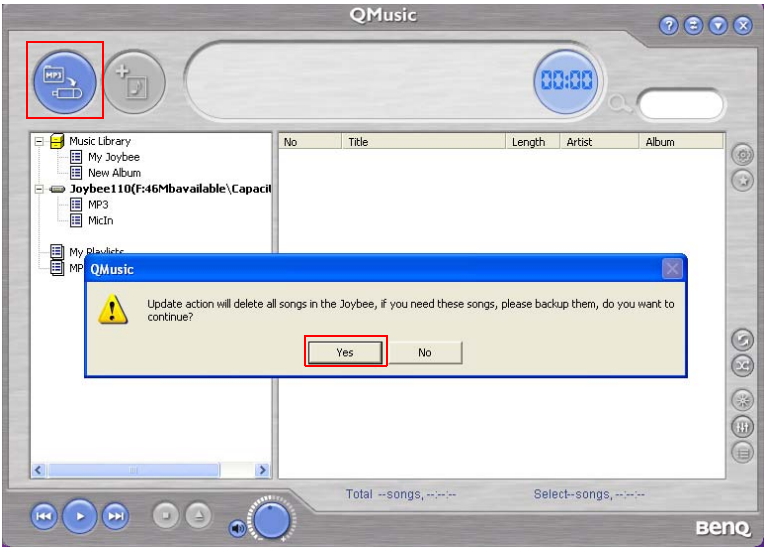


3. Click the Joybee110 icon on the left panel.



4. Click the button. The songs you just added will be transferred by QMusic to the player. QMusic will ask you whether you want to delete the songs that are already in the

player. If you want to keep these songs, please back them up in your computer before continuing.

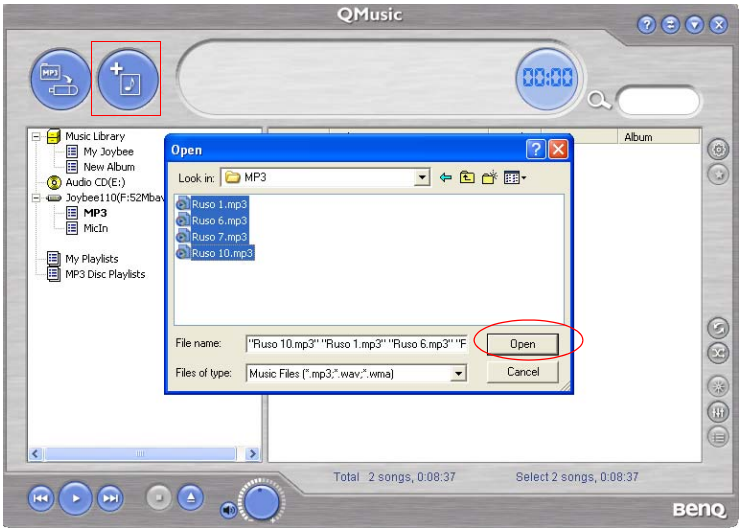


Before dragging the selected songs to the Joybee 110 Digital Audio Player, make sure that there is enough memory space.

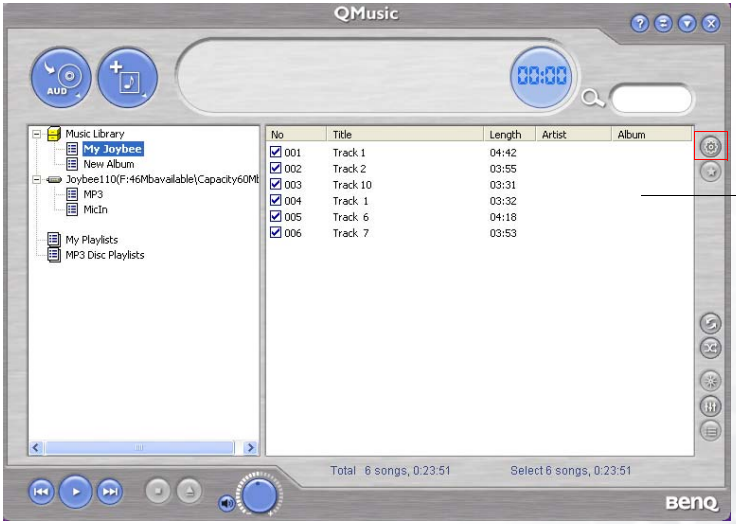
Let QMusic automatically update the songs upon getting connected to the Joybee 110 Digital Audio Player

1. Click on **My Joybee** under Music Library on the left panel.

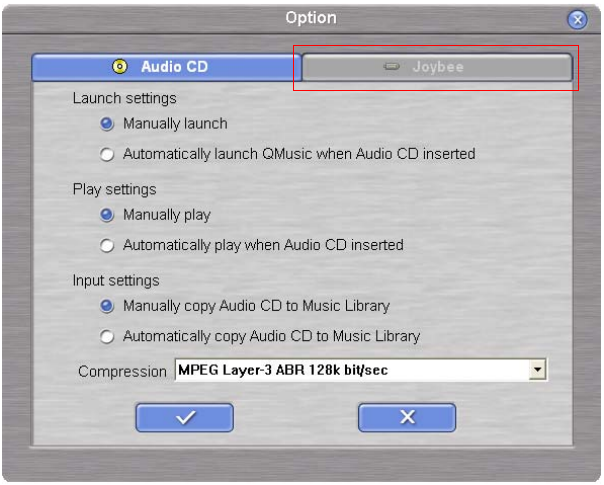
2. Click the button and then browse for and select the .mp3, .wav or .wma song files you want to transfer to the Joybee 110 Digital Audio Player. Click **Open** and the selected song files will be added to the **My Joybee** playlist.



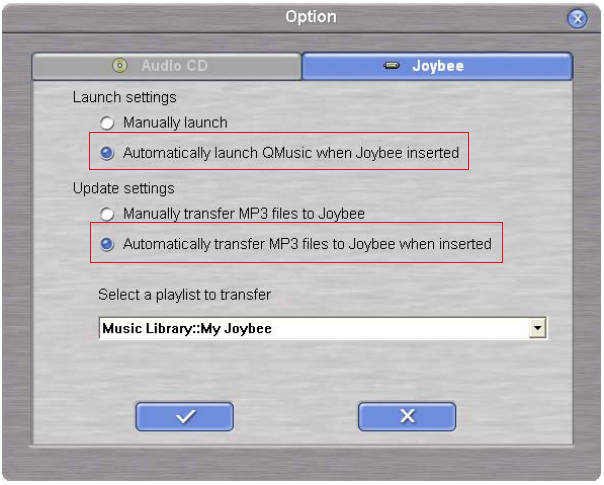
3. Click the button.



4. Click the **Joybee** tab on the dialogue box that appears.



5. On the **Joybee** tab, click to select **Automatically launch QMusic when Joybee inserted** and **Automatically transfer MP3 files to Joybee when inserted**, then click the button.



6. Disconnect the Joybee 110 Digital Audio Player and then reconnect it to the computer. QMusic will automatically update the songs in the player with the songs in the **My Joybee** playlist.

From now on, you only have to place the new songs under the My Joybee playlist on the left panel. Every time you connect the Joybee 110 Digital Audio Player to your computer, the update action will be carried out automatically.

Before dragging the selected songs to the Joybee 110 Digital Audio Player, make sure that there is enough memory space.

6 Notes, FAQ and Troubleshooting Tips

Notes

- Do not put too many files under each directory or in the root directory to prevent the system from slowing down. If a large number of files must be put in the player, organize the files into different directories.
- Do not store data in the player to its full memory capacity. Allow at least 0.5 MB for the system to manage memory to prevent the system from slowing down or improper data storage status.
- When transferring files to the Joybee 110 Digital Audio Player, do not remove the USB cable when the transfer is in progress.
- The Joybee 110 Digital Audio Player only plays the files in default folder MP3 and MicIn in the memory.
- Do not remove the USB cable when updating the firmware of the player. Otherwise, the player may not be able to startup. Remove the USB cable only when you are informed by the message on the display.
- This player can play wma files with a bitrate higher than 32kbps.
- Avoid storing over 256 song files in the root directory.
- When formatting the player using the Windows Format command, do not format it using the FAT32/ NTFS file system.

FAQ and Troubleshooting Tips

Why can't I play certain songs in WMA format using my Joybee 110 Digital Audio Player?

☞ Some WMA songs currently available from the Internet are copyright protected. This kind of protection method prevents unauthorized person from playing protected song files. These songs can only be played using a Window Media Player program that has been authorized. If you are already authorized to play these protected songs and want to make them playable on your Joybee 110 Digital Audio Player, follow the steps below:

1. Open Windows Media Player and select **Open** in the **File** menu.
2. Select the songs you want to transfer to the Joybee 110 Digital Audio Player and click **Open**.
3. Connect the Joybee 110 Digital Audio Player to your computer. A new Removable Disk should appear in the **My Computer** window.
4. Select **Copy** in the Windows Media Player **File** menu, and then select **Copy to portable devices**.
5. A file list will appear. Check to select the songs you want to copy to the Joybee 110 Digital Audio Player and then click the **Copy** button located at the upper right corner of the screen.

The music files will be copied and become playable using the Joybee 110 Digital Audio Player.

How many minutes of MP3 music can be stored in the Joybee 110 Digital Audio Player?

☞ It depends on the memory capacity of the player and the compression ratio used in encoding the MP3 files. For MP3 files encoded by MPEG1 Layer3 with a bitrate of 128kbps and sampling frequency of 44kHz (most commonly used), 1MB of memory can store about 1 minute of music. i.e. 128MB/256MB of memory stores about 128/256 minutes of music.

How long is the maximum recording time?

☞ Recording time depends on the encoding method, bitrate, sampling frequency and memory capacity of the player. If high sound quality is not needed for recording of meeting or lecture, lower bitrate and sampling frequency such as MPEG1 Layer3, bitrate: 16kbps, sampling frequency: 16kHz are recommended. To record with high sound quality, use higher bitrate and sampling frequency such as MPEG1 Layer3, bitrate: 224kbps, sampling frequency: 48kHz. The following table shows the recording time for different settings of recording.

Encoding method	Bitrate	Sampling Frequency	Occupied memory space	Recording time per MB
MPEG2 Layer3	16kbps	16kHz	120kByte	9 minutes
MPEG2 Layer3	128kbps	44.1kHz	960kByte	1 minute
MPEG2 Layer3	224kbps	48kHz	1640kByte	40 seconds
MPEG2 Layer3	32kbps	32kHz	500kByte	2 minutes
MPEG2 Layer3	96kbps	22.05kHz	720kByte	1.4 minutes

When should I recharge the battery?

☞ When the battery indicator on the display shows that the battery is empty, or battery appears to be weak (there is only one bar in the battery icon) or when the sound quality deteriorates, recharge the battery as soon as possible.

Why do different songs have different sound volumes?

☞ Because the parameter of the volume level when recording each song may not be the same, the volume level of different songs are different.

The file size is smaller than the free memory available in my player, but I still cannot transfer it to my player

☞ The Joybee 110 Digital Audio Player allocates memory in cluster of 16KB or 32KB. A file of 1 Byte also occupies one cluster, so a file of a size smaller than the free memory available might not be transferred to the player.

Why is the memory capacity shown in the player smaller than that in the specifications chart?

☞ The player needs some memory space to store other system data, therefore the usable memory is smaller than its full capacity.

How can I get the updated firmware and fonts data?

☞ You can go to BenQ website at http://www.BenQ.com to download these data when they are available.

The Joybee 110 Digital Audio Player does not start up!

Check the following:

- Make sure if you have accidentally disconnected the player from the computer when updating firmware.
- Physical damages in the flash memory may result in this problem.
- The battery power is too low.

Solutions:

- Recharge the battery.
- Perform the firmware upgrade procedure again.
- Please try to format the flash memory completely. If the problem still exists, please contact your local service providers.