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9" Dual-Screen Portable DVD Player

NS-D9PDVD15/
NS-D9PDVD15-MX

Before using your new product, please read these instructions to prevent any damage.

NS-D9PDVD15/NS-D9PDVD15-MX Dual-Screen Portable DVD Player

Contents

Important safety instructions

1 Read these instructions.

2 Keep these instructions.

3 Heed all warnings.

4 Follow all instructions.

5 Do not use this apparatus near water.

6 Clean only with a dry cloth.

7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

9 Do not defeat the safety purpose of the polarized or grounding-type plug. The wide blade is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

11 Only use attachments/accessories specified by the manufacturer.

12 Unplug this apparatus during lightning storms or when unused for long periods of time.

13 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

14 To reduce the risk of fire or electric shock, do not expose this device to rain, moisture, dripping, or splashing, and no objects filled with liquids, such as vases, shall be placed on it.

15 The AC adapter or vehicle charger are the disconnecting devices. The plugs must remain readily operable.
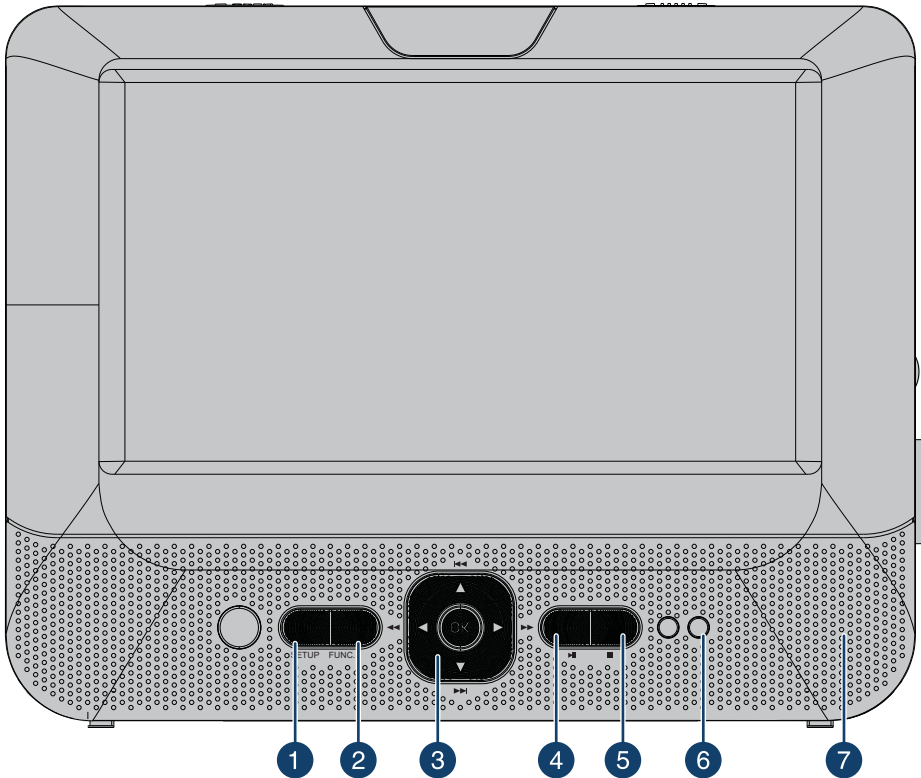
Features

Package contents

Your box should contain:

- Main DVD player
- Extra monitor
- Mounting straps
- Travel case
- Headphones (2)
- AC adapter

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- Vehicle power adapter
- AV cable (for TV)
- AV/DC cable
- *Quick Start Guide*

DVD player

Front view

#	Item	Description
1	SETUP button	Press to open or close the *Setup* menu.
2	FUNC. button	Press to enter or exit the *Function* menu.
3	Navigation controls	See "Navigation controls" on page 7.
4	▶❚❚ (play/pause) button	Press to begin playback. Press again to pause playback.
5	■ (Stop) button	Press to stop disc playback.

4

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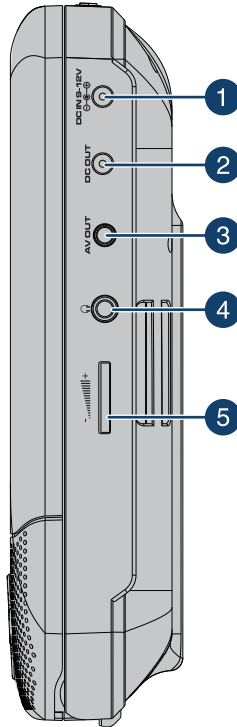| #	Item	Description
6	Power indicator	Lights when your player is powered and turned on.
7	Speakers	Provide sound for CD and DVD playback.

## Back view
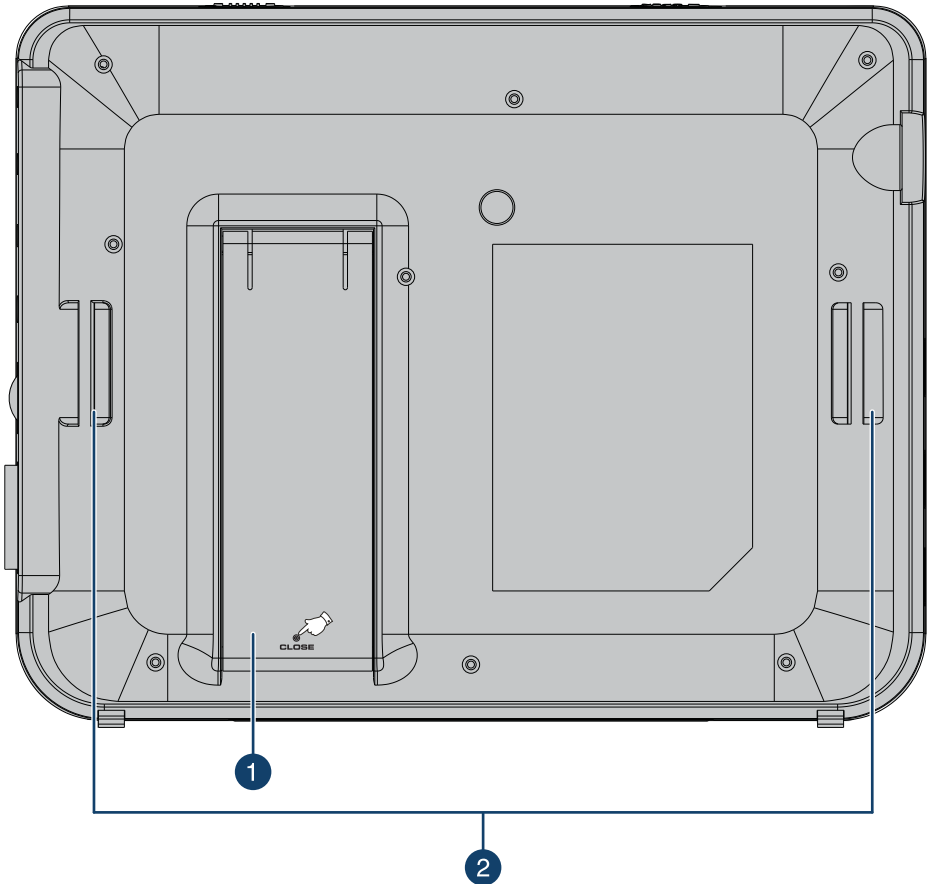
#	Item	Description
1	Stand	Pull out to set up your player on a desktop or table.
2	Strap slots	Slide the mounting straps through these slots when installing the player in a vehicle.

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Side view

#	Item	Description
1	DC IN jack	Connect the AC adapter or vehicle charger to this jack.
2	DC OUT jack	Connect the extra monitor to this jack using the AV/DC cable.
3	AV OUT jack	Connect the extra monitor to this jack using the AV/DC cable, or connect a remote monitor, TV, or amplifier to this jack using the supplied AV cable and an RCA cable (not supplied).
4	⌒ (headphone) jack	Plug headphones into this jack. **Note:** When headphones are plugged in, the built-in speakers are muted.
5	+⦚⦚⦚⦚ⅲⅲⅲⅲ..- (volume control)	Rotate this dial to adjust the volume.

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Top view
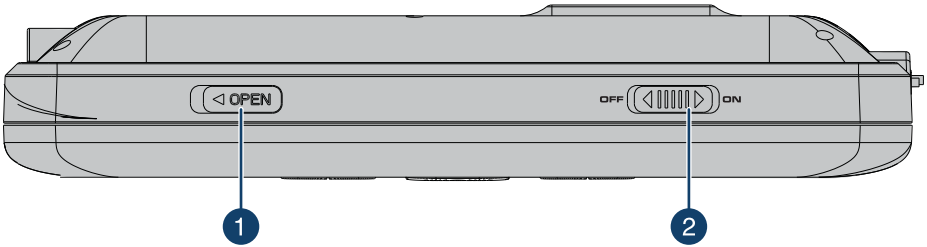
#	Item	Description
1	◄ OPEN switch	Slide this switch to the left to open the disc tray.
2	ON/OFF switch	Slide to turn your DVD player on or off.

Navigation controls

Control	Description
▲/◄◄	In Menu mode, press to move up in a list or menu. In playback mode, press to go to the previous title, chapter, or track.
▼/►►|	In Menu mode, press to move down in a list or menu. In playback mode, press to go to the next title, chapter, or track.
◄/ ◄◄	In Menu mode, press to move left. In playback mode, press to fast reverse the playback.
►/►►	In Menu mode, press to move right. In playback mode, press to fast forward the playback.
OK	In menu mode, press to confirm a selection.

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Monitor

Front view
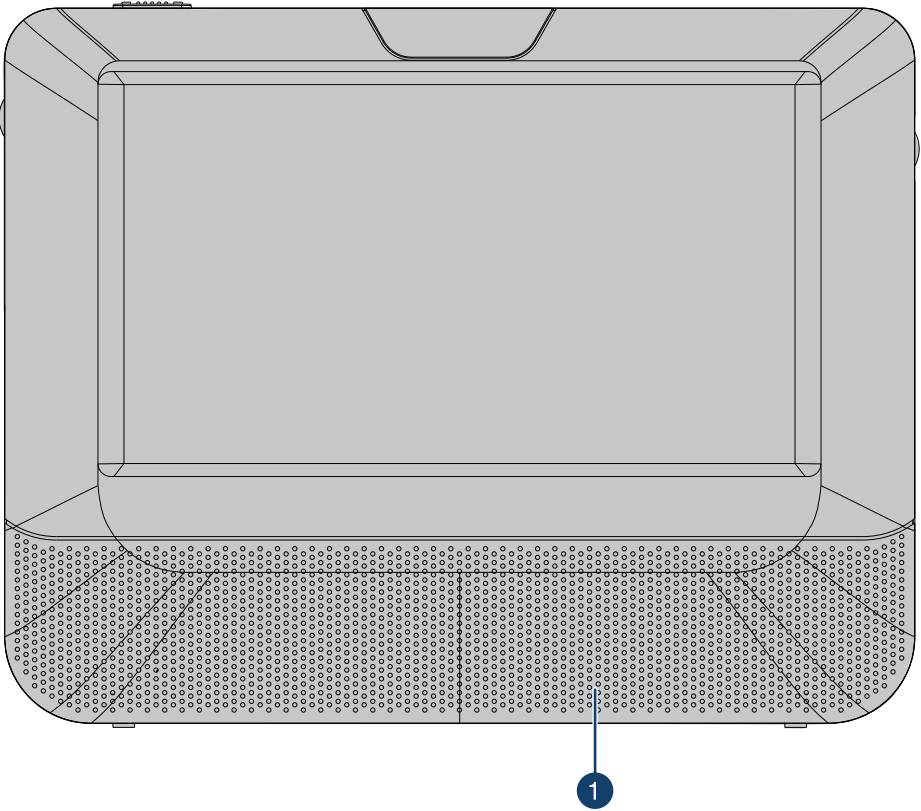
#	Item	Description
1	Speakers	Provide sound for CD and DVD playback.

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Back view

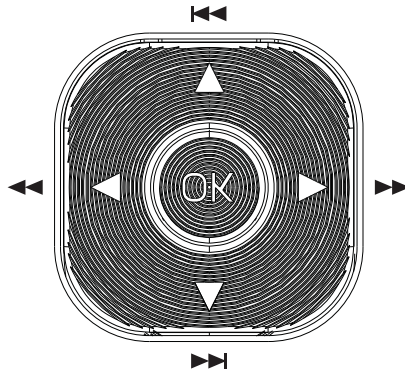| #	Item	Description
1	Stand	Pull out to set your player on a desk or table.
2	Strap slots	Slide the mounting straps through these slots when installing the player in a vehicle.

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Side view
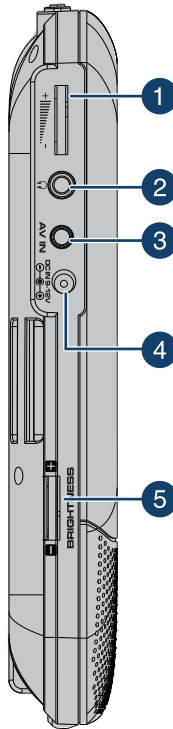
#	Item	Description
1	+IIIIIIIIIIIII.- (volume control)	Rotate this dial to adjust the volume.
2	⌒ (headphone) jack	Plug headphones into this jack. **Note:** When headphones are plugged in, the built-in speakers are muted.
3	AV IN jack	Connect the DVD player to this jack using the AV/DC cable.
4	DC IN jack	Connect the DVD player to this jack using the AV/DC cable.
5	Brightness +/−	Rotate this dial to adjust the brightness.

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Top view
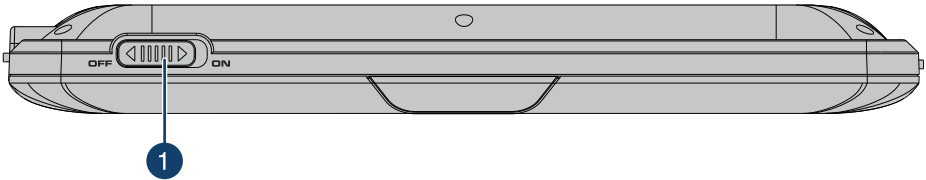
#	Item	Description
1	ON/OFF switch	Slide to turn the monitor on or off.

Function menu

You must use the navigation control buttons on the player to navigate through the *Function* menu.
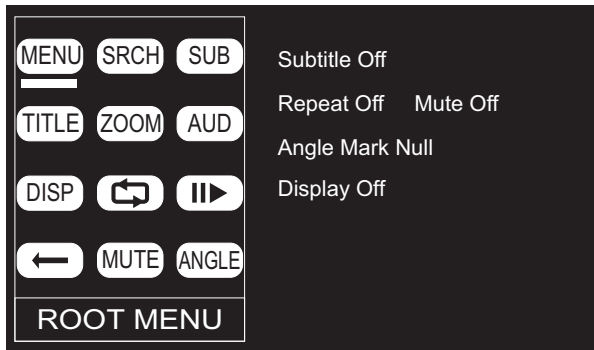

| Menu option	Description
MENU	Select once to open the main DVD menu. This option works only if the DVD has a main menu. In the root menu, select **FUNC.** on the player to open the DVD title menu. This option works only if the DVD has a title menu.
SRCH (search)	Select to search the chapter, title, or track.
SUB (Subtitle)	Select to turn subtitles on and off, or select to select the subtitle language. This option works only if the DVD has subtitles.
TITLE	Select to display the DVD title information.
ZOOM	Select to enlarge the display image. You can enlarge the image 2, 3, or 4 times the normal size.

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Menu option	Description
AUD (audio)	Select to select the DVD audio language. This option works only if the DVD has multiple audio languages.
DISP (display)	Select to display information about the disc, such as title, chapter number, track number, and time.
↰ (repeat)	Select to repeat the current title, chapter, or all.
▮▶ (slow)	Select repeatedly to slow the playing speed to 1/2, 1/4, 1/8, or 1/16 of normal.
◀— (return)	Select to return to the main menu.
MUTE	Select to mute the volume. Select again to unmute the volume.
ANGLE	Select to change the display angle. This option works only if the DVD has multiple display angles available.

Setting up your player
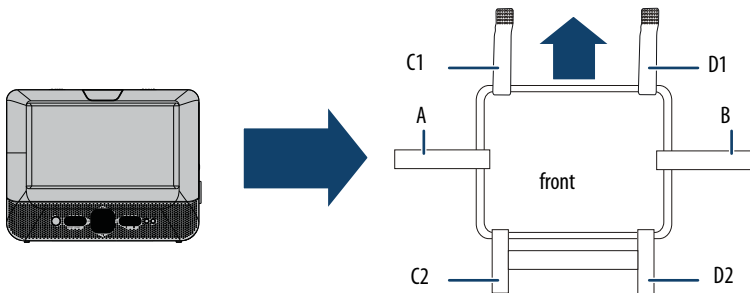
Connecting to AC power

To connect to AC power:
- Plug one end of the AC adapter into the **DC IN** jack on the side of your player, then plug the other end into an AC outlet.
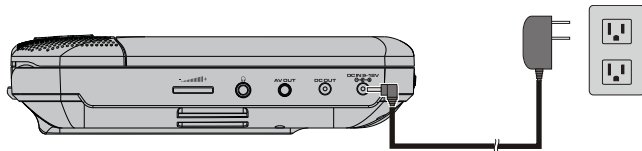
Installing your player in a vehicle

To install your player in a vehicle:
1 Loosen the straps of the mounting plate as shown below, fit the DVD player or monitor to the mount in the "front" position.

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2   Slide the horizontal straps A and B through the slots on the back of the DVD player or monitor, then fold and secure them on to the back of the mounting plate until the Velcro attaches.

E1 —
A —
back
B —
— F1

E2 —
F2 —
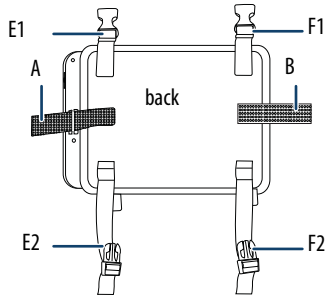
3   Bring straps C1, C2, D1, and D2 in front of the DVD player or monitor and attach to the Velcro as shown.

C1 —
— D1

C2 —
— D2
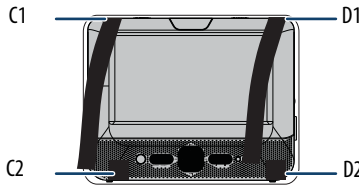
4   Fit the straps E1, E2, F1, and F2 around the headrest and secure the two buckles. Pull the straps tight as shown.

E1 —
— F1

E2 —
— F2

pull   pull

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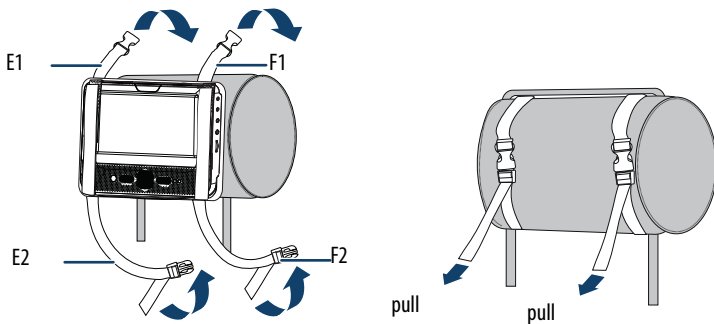
Connecting to a 12V vehicle power outlet

To connect to a 12V vehicle power outlet:
1   Plug one end of the vehicle power adapter into the **DC IN** jack on the side of your player.
2   Plug the other end of the adapter into a 12V vehicle power outlet or vehicle cigarette lighter socket.

DVD player   Power outlet or cigarette lighter socket
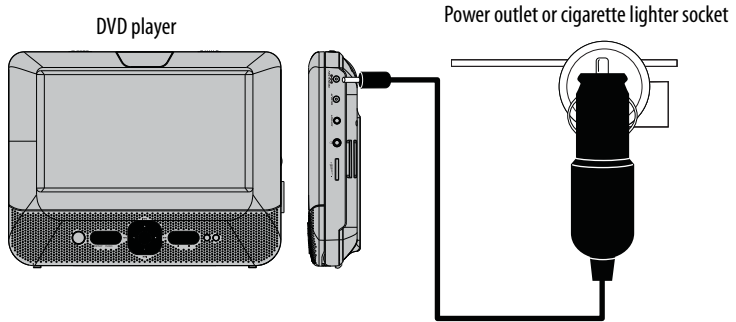
3   Turn on the DVD player.

Note
The vehicle charger cord is 5.9 feet (1.8 m) long.

To connect the extra monitor:
1   Using the AV/DC cable, connect the **AV OUT** and **DC OUT** jacks on the DVD player to the **AV IN** and **DC IN** jacks on the extra monitor.
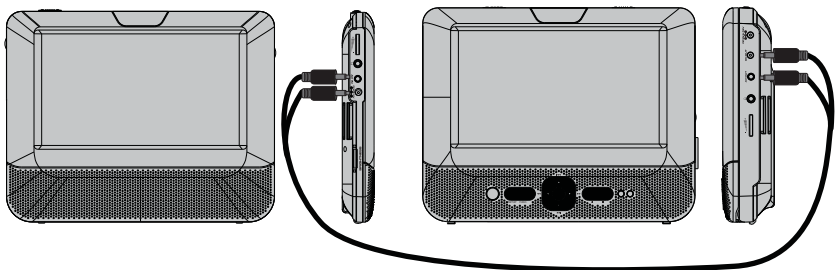
2   Turn on the DVD player.

Connecting headphones

To connect headphones:

• Plug headphones into the headphone jack on both the DVD player and extra monitor. When headphones are plugged into the headphone jack, no sound comes from the built-in speakers.
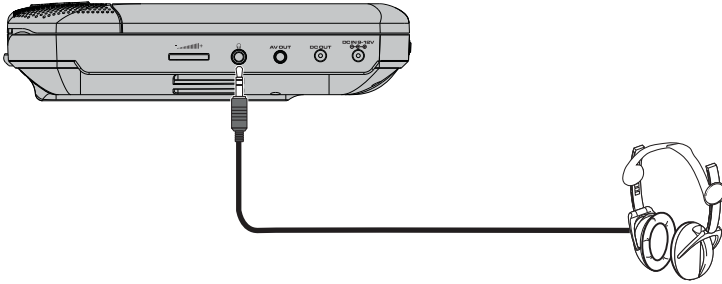
Connecting a TV or monitor

You can connect your player to a TV or monitor so you can watch DVDs or view photos on the TV or monitor.

To connect a TV or monitor:

1 Plug the end of the supplied AV cable that has one black connector into the **AV OUT** jack on your DVD player.

White=left audio
Red=right audio
Yellow=video

(Cable not included)

R L   VIDEO
AUDIO   In
In

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2 Plug the connectors on an RCA cable (not included) into the connectors on the other end of the AV cable. Make sure that the colors on the connectors match.

3 Plug the other end of the RCA cable into the **AV** jacks on the TV or monitor, making sure to match the colors on the connectors with the jacks on the TV (or monitor).

4 Turn your TV or monitor on.

Note
You may have to select the correct input on your TV or monitor.

Using your player

Turning on your player

To turn on your player:
1 Slide the **ON/OFF** switch on the side of your player to the **ON** position.
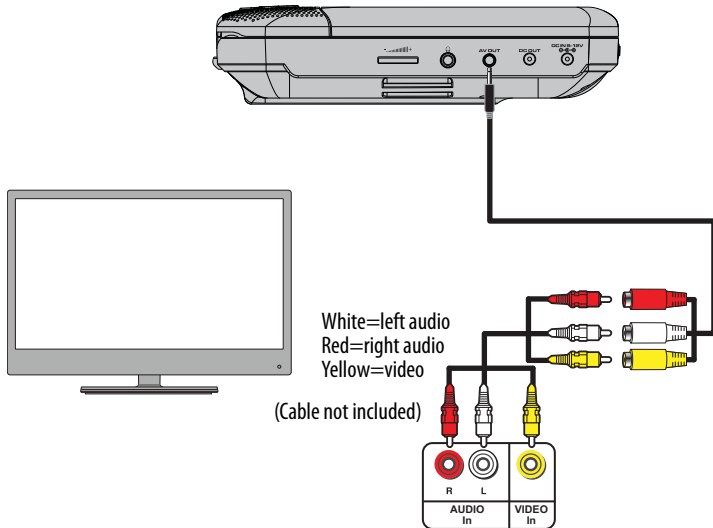2 The start-up picture (DVD VIDEO) appears on the screen.
3 After use, slide the **ON/OFF** switch to the **OFF** position.

Playing a DVD or audio CD

Note
Most DVDs and your player have region codes that help control illegal distribution of DVDs. The region code for your player is **1**. You can only play DVDs with a region code of **1**. The region code for a DVD is printed on the DVD or the DVD packaging.

To play a disc:
1 Make sure that your player is connected to power.
2 Slide the **ON/OFF** switch to the ON position.
3 Slide the **OPEN** switch. The disc tray opens.
4 Place a disc, label side up, in the disc tray, then close the tray. The disc starts playing automatically.

Controlling DVD or audio CD playback

To control disc playback:
- Press ■(**STOP**) once to stop playback. Your player remembers where you stopped. If you press ▶ıı, your player starts playing at the point where you stopped.
- Press ■(**STOP**) twice to stop playback. If you press ▶ıı, your player starts playing at the beginning of the disc.
- Press ▶ıı to pause playback. Press this button again to resume playback.

- Press ▶▶ to fast-forward the disc. Each time you press this button, the fast-forward speed changes from 2 to 4 to 8 to 16 to 32 times the normal speed.
- Press ◀◀ to fast-reverse the disc. Each time you press this button, the fast-reverse speed changes from 2 to 4 to 8 to 16 to 32 times the normal speed.
- Press ▶▶| (**NEXT**) to go to the next title, chapter, or track.
- Press |◀◀ (**PREV**) to go to the previous title, chapter, or track.

Adjusting the volume

To adjust the volume:

- Rotate the volume control dial on the right side of your DVD player and the extra monitor.

Viewing DVD information

To view DVD information:

1 During playback, press **FUNC.** to enter the *Function* menu.
2 Navigate to **DISP** and press **OK**. The following display appears.

```
       Title Elapsed
①      T 01/01 C   02/17
   ②   0:00:00
③

              ④

⑤
```
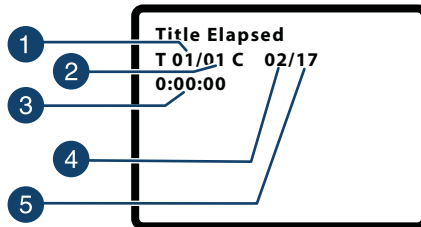
#	Description
1	Current title number
2	Total number of titles
3	Elapsed playing time for the current title
4	Current chapter number
5	Total number of chapters

3 Press **OK** one or more times to view specific DVD information when the display says "press OK to display information."
You can view:

- **Title Elapsed**–Shows the elapsed playing time for the title.
- **Title Remain**–Shows the remaining playing time for the title.
- **Chapter Elapsed**–Shows the elapsed playing time for the chapter.

- **Chapter Remain**–Shows the remaining playing time for the chapter.
- **Display Off**–Turns off the information display.
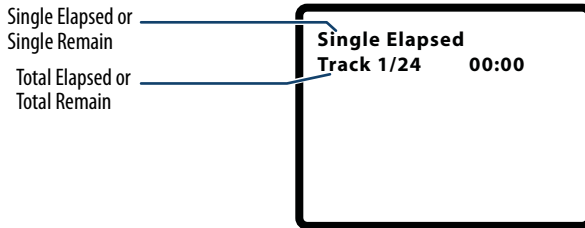
> **Note**
>
> The information display automatically turns off if you do not press **OK** within eight seconds.

Viewing audio CD information

To view audio CD information:

1   During playback, press **FUNC.** to enter the *Function* menu.

2   Navigate to **DISP** and press **OK**. The following display appears.

Single Elapsed or
Single Remain

Total Elapsed or
Total Remain

```
Single Elapsed
Track 1/24      00:00
```

3   Press **OK** one or more times to view specific audio CD information when the display says "press OK to display information."
You can view:

- **Single Elapsed**–Shows the currently playing track and the elapsed playing time for the track.
- **Single Remain**–Shows the currently playing track and the remaining playing time for the track.
- **Total Elapsed**–Shows the currently playing track and the elapsed playing time for the CD.
- **Total Remain**–Shows the currently playing track and the remaining playing time for the CD.

> **Note**
>
> The information display automatically turns off if you do not press **OK** within eight seconds.

Opening the DVD main menu

To open the DVD menu:

1   During playback, press **FUNC.** to enter the *Function* menu.

2   Navigate to **MENU**, then press **OK**. If the DVD has a main menu, the menu opens.
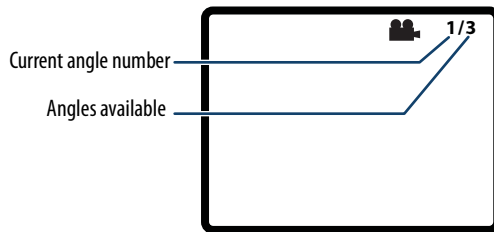
> **Note**
>
> Contents of DVD main menus vary from DVD to DVD. Some DVDs only let you start playback from the main menu.

Selecting a viewing angle

Some DVDs are recorded with multiple viewing angles for some scenes. When a scene has multiple viewing angles, the angle icon 🎥 appears on the screen.

To select a viewing angle:

1   Press **SETUP** to enter the *Setup* menu, then set **Angle Mark** to **ON**. See "Using the Setup menu" on page 22 for more information.

2   During playback, the angle display appears showing the current angle and the total number of angles. In the following example, the current angle is 1 and the total number of angles is 3.

Current angle number

Angles available

🎥 1 / 3

3   Press **FUNC.** to enter the *Function* menu.

4   Navigate to **ANGLE** and press **OK** when the display says "press OK to change viewing angle."

Selecting an audio language

Some DVDs are recorded with multiple audio languages.

> **Note**
>
> Some DVDs only let you select an audio language from the DVD main menu.

To select an audio language:

1   During playback, press **FUNC.** to enter the *Function* menu.

2   Navigate to **AUD** and press **OK**. The audio display appears showing the current audio language and the total number of audio languages available.

3   Press **OK** one or more times to select the audio language you want when the display says "press OK to select language."

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Enlarging the display image

To enlarge the display image:
1   During playback, press **FUNC.** to enter the *Function* menu.
2   Navigate to **ZOOM** and press **OK**. The following display appears.

Current enlargement factor — 2X
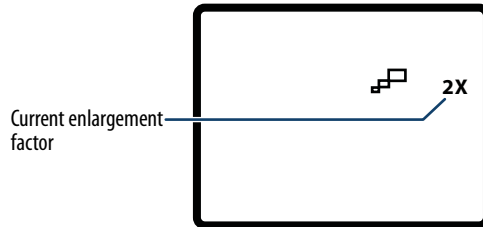
3   Press **OK** one or more times to enlarge the image 2, 3, or 4 times when the display says "press OK to enlarge image."
4   Press **OK** a fourth time to return to normal viewing.

Repeating a chapter, title, or DVD

To repeat a chapter, title, or DVD:
1   During playback, press **FUNC.** to enter the *Function* menu.
2   Navigate to ⌐ and press **OK**. The following display appears.

↺ **Chapter**
Press ok to change repeat style
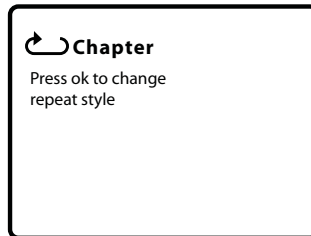
3   Press **OK** one or more times to select:
   • ↺ **Chapter**–Repeats the currently playing chapter.
   • ↺ **Title**–Repeats the currently playing title.
   • ↺ **All**–Repeats all the chapters and titles.
   • ↺ **Off**–Turns off the repeat function.

Repeating a track or CD

To repeat a track or CD:
1   During playback, press **FUNC.** to enter the *Function* menu.
2   Navigate to 🔁 and, when the display says "press OK to repeat," press **OK** repeatedly to select:
          •   **Track**–Repeats the currently playing track.
          •   **All**–Repeats the entire CD.
          •   **Off**–Turns off the repeat function.

Selecting a subtitle language

Some DVDs are recorded with subtitle languages that appear as text on the screen.

To select a subtitle language:
1   During playback, press **FUNC.** to enter the *Function* menu.
2   Navigate to **SUB**, then press **OK**. The subtitle display appears showing the current subtitle language and the total number of subtitle languages. In the following example, the current subtitle language is 1 and the total number of subtitle languages is 2.

Current subtitle language number

Total number of subtitle languages available

Subtitle 01/02
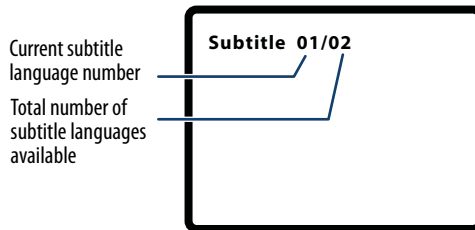
3   Press **OK** one or more times to select a different subtitle language when the display says "press OK to select subtitle language."
4   To turn off subtitles, press **SUB** until **Subtitle Off** appears.

Notes
• The subtitle display turns off if you do not press **OK** within eight seconds.
• Some DVDs only let you select a subtitle language from the DVD main menu.

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Viewing photos

Your can view photos copied as JPEG files to a CD on your DVD player.

To view photos:
1   Insert the CD containing the photos into the disc tray. Your DVD player reads the CD and starts displaying the photos.

2   To control playback:
   - Press ◄◄ or ►►| and **OK** to select a JPEG file from the menu.
   - Press ◄◄ or ►► to rotate the picture.
   - After a picture has been selected, press ►►| to reverse the picture horizontally and press |◄◄ to reverse the picture vertically.

To use the Function toolbar to view photos:
1   Press **FUNC**. The Function toolbar opens.

2   Press ◄◄ or ►►, then **OK** to select one of the following functions:
   - ↩ –to return to the main menu.
   - ↻ –To repeat one or all of the photos.
   - ⊡ –To zoom in or zoom out on the image.

3   Press **FUNC**. to exit the toolbar.

Using the Setup menu

Your player has a Setup menu you can use to adjust settings for your player.

To use the Setup menu:
1   Press **SETUP**. The *Setup Menu - Main* page opens with **General Setup** highlighted.

```
┌─────────────────────────────────────┐
│      Setup Menu  --  Main Page       │
│   ┌───────────────────────────────┐  │
│   │        General Setup          │  │
│   ├───────────────────────────────┤  │
│   │         Video Setup           │  │
│   ├───────────────────────────────┤  │
│   │       Preference Setup        │  │
│   └───────────────────────────────┘  │
└─────────────────────────────────────┘
```
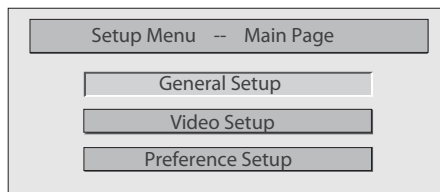
2   Press ◄◄ or ►► to select the menu option you want, then press **OK**.

3   Press ▲ or ▼ to select an option.

4   Press |◄◄ or ►►| to change the setting, then press **OK** to confirm your selection.

5   Repeat Step 2 through Step 4 to change other menu options.

6   Press **SETUP** to exit.

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Setup menu options

Option	Sub-options
General Setup	**TV Display**–Selects the aspect ratio. You can select: • **Normal/PS** –Select this option when the player is connected to a normal TV (4:3 aspect ratio). Wide-screen images are shown on the screen, but with some parts cropped automatically. • **Normal/LB**–Select this when the player is connected to a normal TV (4:3 aspect ratio). Wide-screen images are shown on the screen with a black band on the top and bottom. • **Wide** displays the video image full-screen when your player is connected to a widescreen TV (16:9 aspect ratio). **Angle Mark**–If this option is turned on and the DVD you are watching has multiple viewing angles, the icon appears in scenes that have multiple viewing angles. **OSD Language**–Selects the language for the *Setup* menu. You can select **English, French,** or **Spanish**. **Screen Saver**–When this option is turned on, your player displays a screen saver when the same image stays on the screen for five minutes. **Last Memory**–When this option is turned on and you open the disc tray, your player remembers where you stopped. If you close the tray with the same disc loaded, your player starts playing at the point where you stopped.
Video Setup	**TV Type**–Selects the TV type. Options are PAL (typically Europe) or NTSC (typically USA). The default is NTSC. **Panel Quality**–Select to adjust the following: • **Brightness**–Increases the brightness to add more light to dark areas of the picture or decreases the brightness to add more dark to light areas of the picture. • **Contrast**–Increases the contrast level to adjust the white areas of the picture or decreases the contrast level to adjust the black areas of the picture. • **Hue**–Increases the color level to add more green to skin tones or decreases the color level to add more purple to skin tones. • **Saturation**–Adjusts the color saturation.
Preference Setup	**Audio**–Selects the audio language. If the language you select is not recorded on the DVD, your player plays the default audio language. **Subtitle**–Select the subtitle language. If the language you select is not recorded on the DVD, your player displays the default subtitle language. **Disc Menu**–Selects the DVD menu language. If the language you select is not recorded on the DVD, your player displays the default language. **Parental**–Blocks DVD playback based on ratings. Select this option to set the parental control level. Options include: **KID SAFE, G, PG, PG 13, PGR, R, Nc17,** and **ADULT**. The default is **ADULT**. The password is pressing **FUNC.**, then (Stop) ■, then **FUNC.**, then (Stop) ■, in that order. **Default**–Reset all settings except the password and parental controls back to the factory default.

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Troubleshooting

Problem	Solution
No sound or distorted sound.	• Adjust the volume. • Make sure that headphones are not plugged in. When headphones are plugged in, the built-in speakers are turned off. • Make sure that all cables are inserted correctly into the appropriate jacks.
Cannot fast-forward or fast-reverse through a movie.	• You cannot fast-forward through opening credits and warning information at the beginning of a movie. • Some DVDs do not allow rapid scanning or skipping of titles or chapters.
The ⊘ (do not) icon appears on the screen.	The action you tried cannot be done because: • The DVD software does not allow it. • The DVD does not support the feature (for example the Subtitle feature). • The feature is not available at the current point on the DVD. • You entered a title or chapter number that is out of range.
Picture is distorted.	• During fast-forwarding or fast-reversing, distortion is normal. • The DVD may be damaged. Try another DVD.
Disc does not play.	• Make sure that the disc is inserted with the label side up. • Make sure that the disc is compatible with your player. Your player can play region code 1 DVDs and audio CDs.
Play starts, then stops immediately.	• Make sure that the region code for a DVD matches the region code for your player. Your player's region code is 1. The DVD's region code is on the DVD or the DVD packaging. • Make sure that the disc is not dirty. • If condensation has formed inside your player, let your player dry out.

Maintaining

Cleaning your player

Clean the outside of your player with a clean cloth, slightly dampened with water.

Caution
Do not use liquid cleaners or aerosol cleaners because they may damage your player.

Handling discs

• Do not touch the surface of a disc. Handle a disc by its edge.
• Do not attach paper or tape to the disc.

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- Do not use irregularly shaped discs, such as heart-shaped or star-shaped discs, because they may cause your player to malfunction.
- Do not expose a disc to direct sunlight or heat sources.
- Clean a disc by wiping the disc from the center out with a cleaning cloth.
- Remove a disc from your player and store it in its case after playing.
- Some playback operations of discs may be intentionally limited by software producers. Because your player plays discs according to the disc contents the software producers designed, some playback features may not be available. Also refer to the instructions supplied with the discs.

Cleaning discs

- Before playback, wipe the disc outwards from the center with a clean cloth.

Specifications

Specifications subject to change without notice.

Compatible discs	DVDs (Region 1 for U.S, Region 4 for MX) and CDs (non-MP3)
Signal system	PAL or NTSC
LCD	9 inches
Frequency response	20 Hz to 20 kHz
Audio S/N	Better than 60 dB
Dynamic range	Better than 80 dB
Laser	Semiconductor
Wave length	650 nm/795 nm
Power source	DC 9 V-12 V
Operating temperature	32° to 104°F (0° to 40°C)
Weight	DVD player: 1.79 lbs. (0.814 kg) Extra monitor: 1.09 lbs. (0.498 kg)
Dimensions (W × H × D)	DVD player: 9.73 × 7.55 × 1.65 in. (247 × 191.6 × 41.9 mm) Extra monitor: 9.71 × 7.55 × 1.18 in. (246.5 × 191.6 × 30 mm)

INSIGNIA

Legal notices

FCC Part 15

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

This equipment has been tested and found to comply within the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

FCC warning

Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the user's authority to operate this equipment.

Canada ICES-003

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

DOLBY DIGITAL

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ONE-YEAR LIMITED WARRANTY - INSIGNIA

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded or Future Shop branded retail store or online at www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy or Future Shop retail store location, please take your original receipt and the Product to any Best Buy or Future Shop store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy or Future Shop online web site (www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY, Canada call 1-866-BESTBUY for Future Shop call 1-800-663-2275. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy or Future Shop branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence

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- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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Contact Insignia:

For customer service please call 1-877-467-4289 (U.S. and Canada) or 01-800-926-3000 (Mexico)

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