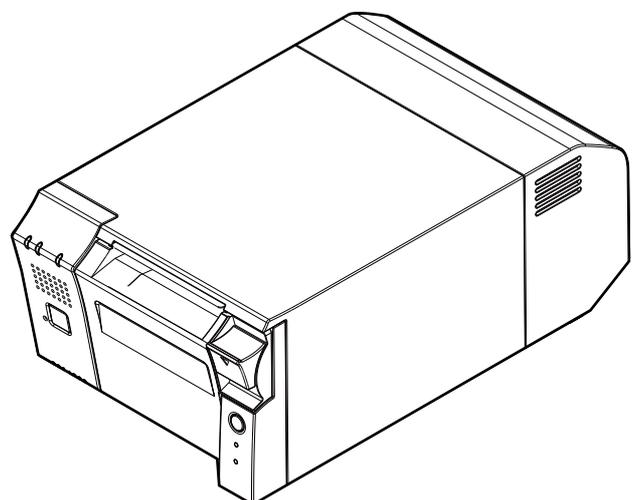


TM-T70II-DT2

Manual de usuario

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Información importante sobre la seguridad

En este manual se facilita información importante para garantizar el uso seguro y eficaz de este producto. Lea este manual atentamente y guárdelo en un lugar accesible.

Si desea información sobre el desarrollo de un sistema con este producto y su configuración, consulte también la *Technical Reference Guide (Guía de referencia técnica)*. Puede acceder a la *Technical Reference Guide (Guía de referencia técnica)* desde el *Manual CD (CD del manual)* suministrado.

Si su modelo tiene instalado Windows Embedded POSReady7 o Windows Embedded POSReady 2009, asegúrese de leer “[MICROSOFT SOFTWARE LICENSE TERMS](#)” al final de este manual antes de empezar a utilizar el producto. Si no acepta alguna de las condiciones, no utilice el producto.

Leyenda de los símbolos

Los símbolos incluidos en este manual se identifican por su nivel de importancia, tal y como se define a continuación. Lea cuidadosamente lo siguiente antes de utilizar el producto.



ADVERTENCIA:

Las advertencias deben seguirse estrictamente para evitar lesiones corporales graves.



PRECAUCIÓN:

Se deben tener en cuenta las precauciones para evitar lesiones menores a su persona, daños al equipo o pérdida de datos.



Nota:

Las notas contienen información importante y consejos útiles sobre el uso de su producto.

Precauciones de Seguridad



ADVERTENCIA:

- Si el producto produce humo, olor extraño o ruidos inusuales, desenchufe inmediatamente el cable de alimentación y póngase en contacto con el personal de servicio cualificado. Si sigue utilizando el producto podría producirse un incendio o una descarga eléctrica.***
- No use este producto con un voltaje diferente al especificado. En caso de hacerlo, podría producirse un incendio o una descarga eléctrica.***
- Asegúrese de utilizar el adaptador de C.A. especificado. La conexión a una fuente de alimentación inadecuada puede causar incendios.***
- Use únicamente el cable de alimentación suministrado con este producto. Además, use el cable de alimentación suministrado solamente con este producto. Cualquier otro uso puede causar una descarga eléctrica o un incendio.***
- No conecte los cables de forma diferente a la especificada en el manual. Las conexiones diferentes pueden causar daños al equipo o incendio.***
- No bloquee los orificios de ventilación del producto. Ello puede producir un recalentamiento interior del producto y causar un incendio.***
 - ***No coloque el producto en un lugar estrecho y sin ventilación como por ejemplo una estantería.***
 - ***No coloque el producto sobre tapetes.***
 - ***No cubra el producto con ningún tejido.***
- No use el producto donde pudiese haber vapores inflamables de gasolina, benceno, disolvente u otros líquidos inflamables en el aire. Hacerlo podría causar una explosión o un incendio.***

- ❑ **No utilice aerosoles que contengan gases inflamables dentro o cerca de este producto. Si lo hace, podría provocarse un incendio.**
- ❑ **Si se derrama agua o algún otro líquido dentro del producto, desenchufe inmediatamente el cable de alimentación y póngase en contacto con el personal de servicio cualificado. Si sigue utilizando el producto podría producirse un incendio o una descarga eléctrica.**
- ❑ **No deje caer materiales extraños dentro del producto. La introducción de objetos extraños podría causar un incendio o una descarga eléctrica.**
- ❑ **Nunca trate de reparar este producto usted mismo. Una reparación incorrecta puede ser peligrosa.**
- ❑ **Nunca desmonte o modifique este producto. La manipulación de este producto puede causar lesiones, incendios o descargas eléctricas.**
- ❑ **No trate de abrir o desmontar la batería interna de litio. Pueden ocasionarse quemaduras o escapes de sustancias químicas peligrosas.**
- ❑ **No deje la batería interna de litio en lugares calientes como por ejemplo cerca de chimeneas o estufas puesto que puede recalentarse y prender fuego.**



PRECAUCIÓN:

- ❑ No use el producto en lugares donde haya altos niveles de humedad o polvo. La humedad y polvo excesivos pueden provocar atascos de papel u otros problemas tales como incendios o descargas eléctricas.
- ❑ Coloque este producto sobre una superficie horizontal, firme y estable. El producto puede romperse o causar lesiones si se cae.
- ❑ No pise o coloque objetos pesados encima de este producto. El equipo podría caerse o aplastarse causando roturas y posibles lesiones.
- ❑ Compruebe que al utilizar este producto esté colocada la tapa de conectores. Si no está colocada, pueden introducirse objetos extraños en el producto y causar incendios o daños al equipo.
- ❑ Cuando desplace el producto, aférrelo por el cuerpo principal. Si lo aferra por la tapa de conectores, esta puede salirse y el cuerpo principal puede romperse o causar lesiones al caerse.
- ❑ El cabezal de impresión puede alcanzar una temperatura muy elevada durante la impresión e inmediatamente después de ella. Si debe tocarlo, por ejemplo para limpiarlo, espere hasta que se enfríe. Si lo toca antes, podrían producirse quemaduras.
- ❑ Tenga cuidado con las cuchillas de corte de la impresora.
- ❑ Compruebe que los requisitos totales de energía de todos los dispositivos que reciben energía de este producto no superen su capacidad total de alimentación. En caso contrario, los dispositivos pueden dañarse.
- ❑ Si se conecta un cable LAN aéreo exterior directamente al producto pueden producirse daños por descarga eléctrica. Si necesita colocar dicho cable al producto, el cable debe estar protegido contra aumentos repentinos de voltaje entre el cable y el producto. No deberá conectar el producto a un cable LAN aéreo externo no protegido contra aumentos repentinos de voltaje.
- ❑ No conecte la línea telefónica al conector de apertura de caja de este producto. La línea telefónica o el producto podrían dañarse.
- ❑ Para garantizar la seguridad, desenchufe este producto antes de dejarlo inactivo por un periodo prolongado.
- ❑ Confirme la corriente nominal de los dispositivos externos consultando las descripciones de los dispositivos o los manuales. No use dispositivos cuya tensión nominal no esté clara.

- ❑ *Solamente conecte los dispositivos externos cuando su corriente nominal total sea menor a 4,2 A.*
 - ❑ *Para desactivar el producto, use la aplicación o la función del SO. No use las operaciones indicadas a continuación a menos que el producto no pueda desactivarse a causa de un fallo en la aplicación o SO. Hacerlo podría causar la pérdida de los datos no guardados, requerir la recuperación del SO o dañar la SSD u otro hardware.*
 - *Finalización forzosa manteniendo pulsado el botón de alimentación durante aprox. 4 seg.*
 - *Desactivar la alimentación desactivando el disyuntor del cuadro de distribución o desconectando el cable de CA/CC.*
- El mismo fenómeno podría ocurrir también debido a la desactivación de la alimentación a causa de un fallo de corriente/fallo temporal de la electricidad.*

Etiquetas de precaución

Las etiquetas de precaución del producto indican las siguientes precauciones.



PRECAUCIÓN:

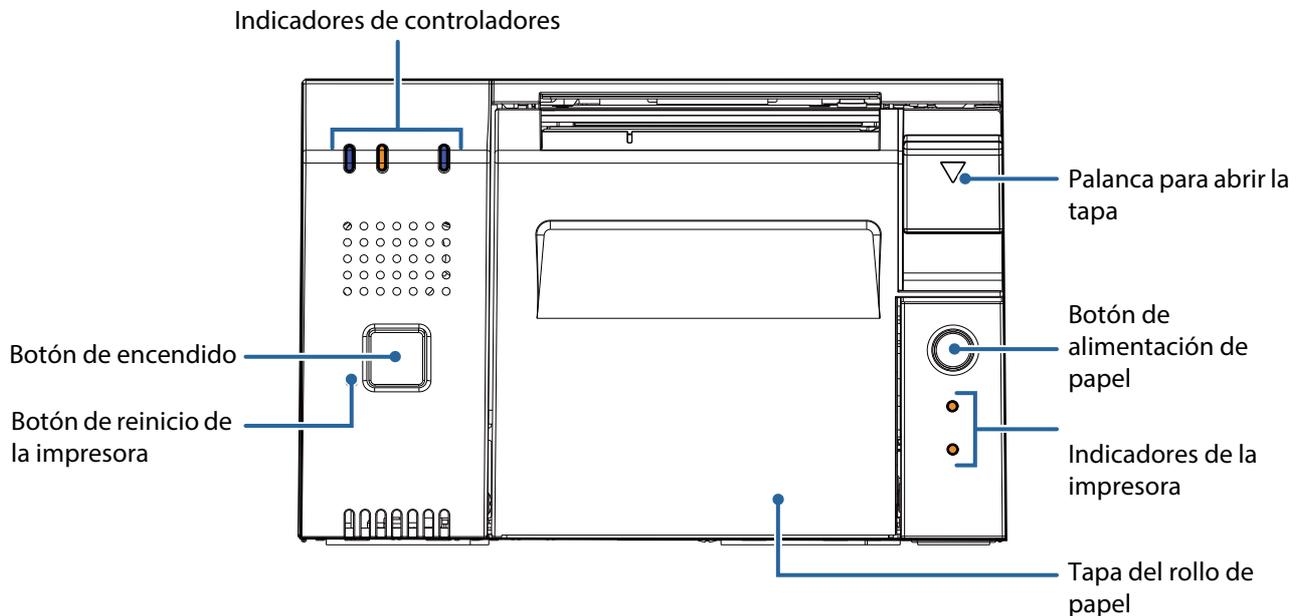
No toque el cabezal térmico ya que puede alcanzar una temperatura muy elevada después de la impresión.

Aviso sobre la garantía

La validez de la garantía está supeditada a que el cliente utilice el software tal y como se lo ha proporcionado Epson. Si el cliente modifica el software, deberá abonar las reparaciones por fallos aunque tengan lugar durante el periodo de garantía y es posible que no respondamos a las consultas sobre el producto. Si instala algún software, asegúrese de evaluarlo de forma exhaustiva y recuerde que lo utiliza a su propia discreción.

Nombres y funciones de las piezas

Parte frontal



Botón de encendido

Pulse este botón para encender o apagar el producto. Mantenga pulsado este botón para forzar el apagado del producto. (🔗 ["Terminación forzada" en la página 16](#))

✍️ **Nota:**

Si deshabilita el botón de alimentación mediante el ajuste del sistema operativo, el producto no se apagará incluso si pulsa el botón de alimentación.

Botón de reinicio de la impresora

Extraiga el rollo de papel de la impresora y mantenga pulsado este botón con un objeto puntiagudo (un clip, por ejemplo) hasta que el indicador de la impresora se apague para reiniciarla.

Tapa del rollo de papel

Abra esta tapa para cargar/cambiar el rollo de papel.

Botón de alimentación de papel

Pulse este botón para alimentar el rollo de papel.

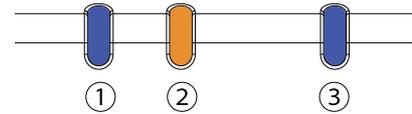
Palanca para abrir la tapa

Apriete esta palanca para abrir la tapa del rollo de papel.

Indicadores de controladores

Los indicadores de estado (① y ②) indican el estado del producto mediante una combinación de parpadeos e iluminaciones.

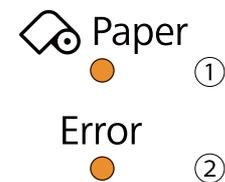
El indicador de acceso al almacenamiento (③) se enciende durante el acceso al almacenamiento.



① Indicador de estado (azul)	② Indicador de estado (naranja)	③ Indicador de acceso almacenamiento (azul)	Estado de producto
Encendido	Parpadeo (con intervalos de aprox. 1 s)	-	Inicio Actualización de software
Encendido	Apagado	-	El aparato está encendido. (Estado normal)
Parpadeo (con intervalos de aprox. 1 s)	Apagado	-	Tiempo de espera.
Apagado	Apagado	-	El aparato está apagado.
Encendido	Parpadeo (con intervalos de aprox. 600 ms)	-	Sobrecalentamiento de la CPU (95 °C o más) Sobrecorriente de la unidad USB detectada Error de batería de respaldo
-	-	Encendido	Acceso al almacenamiento en curso.

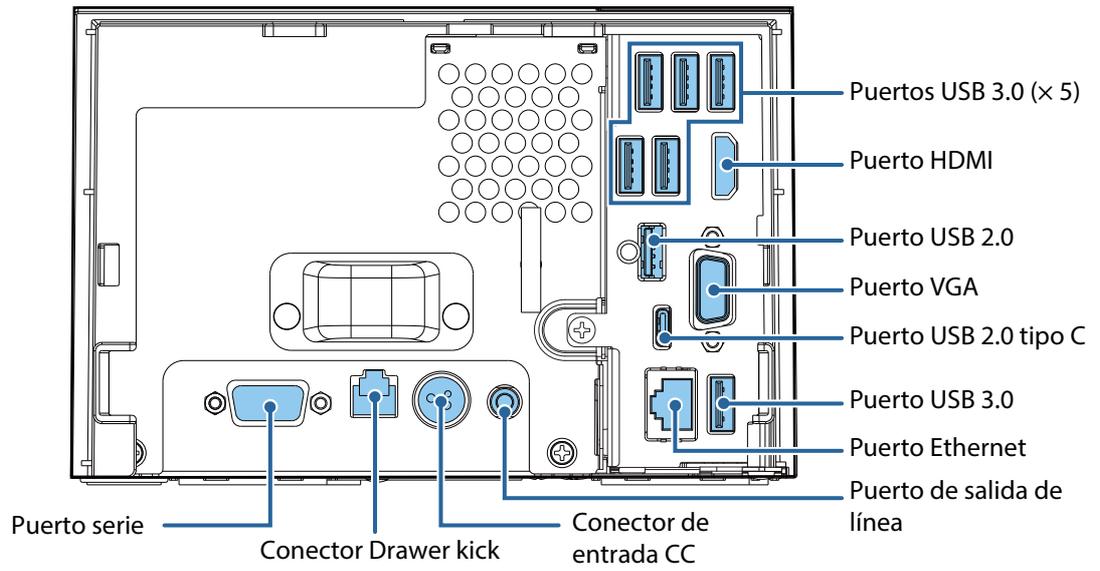
Indicadores de la impresora

Indican el estado de la impresora.



Indicador LED	Estado de LED	Significado
① Indicador de Paper (Papel) (naranja)	Encendido	El rollo de papel está a punto de acabarse.
	Parpadeo	Esperando que continúe la prueba automática de impresión.
	Apagado	Queda una cantidad suficiente de rollo de papel.
② Indicador de Error (Error) (naranja)	Encendido	Desconectado
	Parpadeo	Se ha producido un error.
	Apagado	En estado normal.

Sección trasera



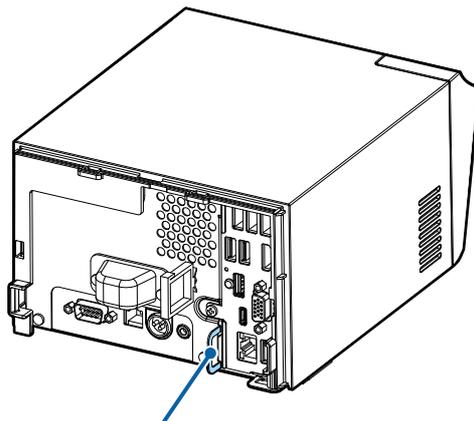
Configuración

Instalación del producto

Instale el producto horizontalmente sobre una superficie firme y estable.

 **Nota:**

- ❑ El gancho de seguridad situado en la parte posterior del producto permite conectarlo a cualquier tipo de cable antirrobo comercialmente disponible.



Gancho de seguridad

- ❑ Opcionalmente se ofrece cinta adhesiva para fijar el producto (DF-10). ( "Fijación del producto" en la página 14)

Conexión del adaptador de CA

Proceda tal y como se explica a continuación para conectar el adaptador de CA.

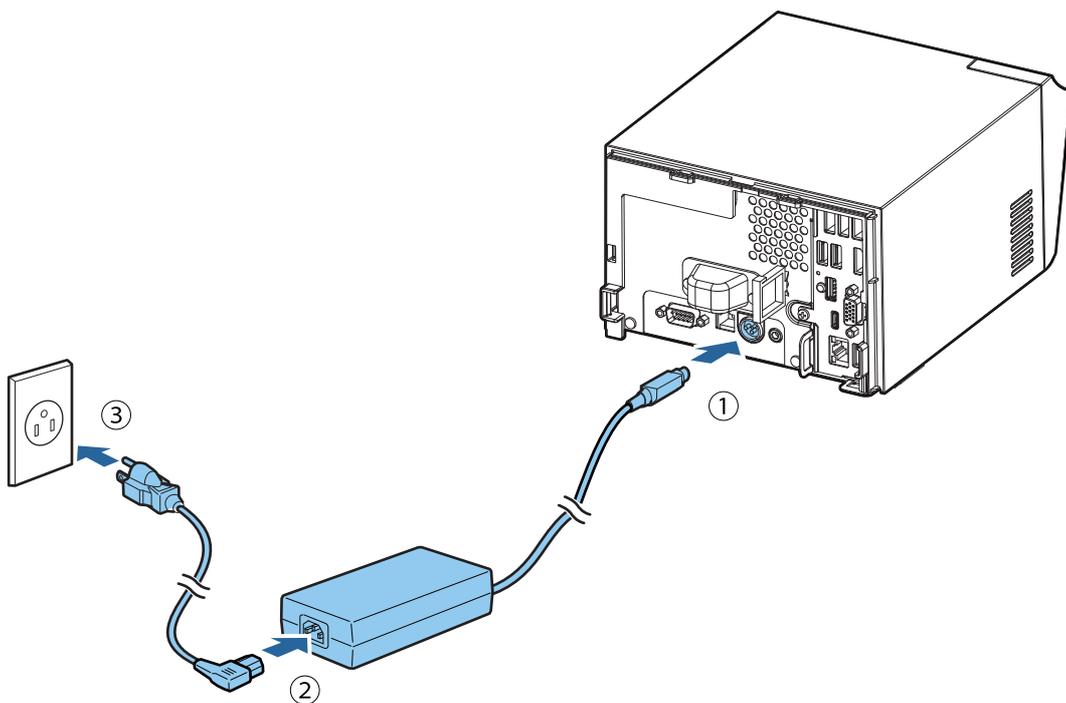
ADVERTENCIA:

Asegúrese de usar solamente el adaptador de CA especificado [AC Adapter, T1 (modelo: M284B)].

PRECAUCIÓN:

Compruebe haber dejado un espacio entre el adaptador de CA y la unidad principal.

1. Inserte con firmeza el conector de CC del adaptador de CA hasta el fondo en los conectores de entrada de CC del producto. (① en la ilustración)
2. Inserte con firmeza el conector del cable de CA hasta el fondo en la entrada de CA del adaptador de CA. (② en la ilustración)
3. Inserte con firmeza el enchufe hasta el fondo en la toma de corriente de pared con conexión a tierra. (③ en la ilustración)
4. Coloque el adaptador de CA para que el lado de la etiqueta mire hacia abajo.

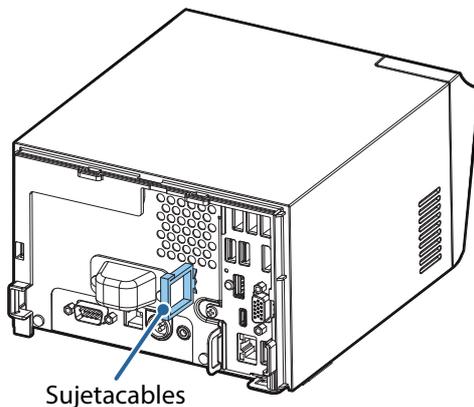


Conexión de dispositivos externos

Si conecta los dispositivos externos, apague el producto y conecte cada cable al puerto o al conector que se encuentra en la parte posterior del producto. (↗ ["Sección trasera" en la página 7](#))

Nota:

Cuando conecte cables cuyos conectores no queden bloqueados (cables USB y cable de salida de línea, etc.), puede pasarlos por la brida de cables para evitar que se salgan.

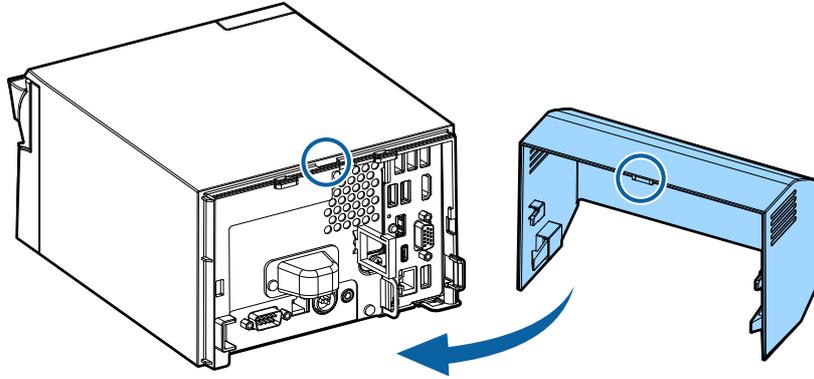


Colocación/extracción de la tapa del conector

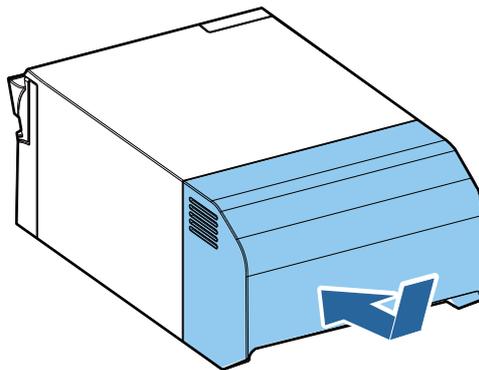
Colocación de la tapa del conector

Siga los siguientes pasos para colocar la tapa del conector, para proteger los cables.

1. Alinee la pestaña de la tapa de conectores con la muesca del cuerpo principal.



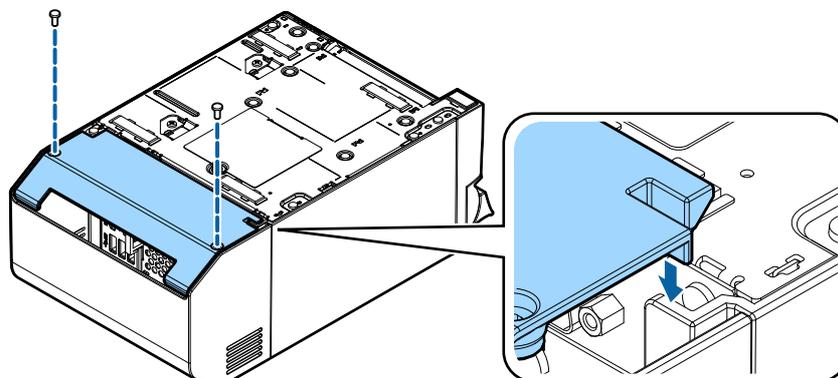
2. Empuje la tapa de conectores hasta que haga clic contra el cuerpo principal.



3. Compruebe que los cables no queden aplastados.

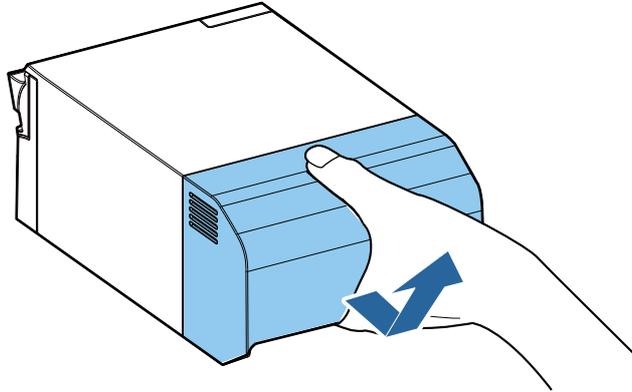
Nota:

También se puede colocar la tapa inferior para ocultar los conectores.



Extracción de la tapa de conectores

Levante la parte inferior de la tapa de conectores mientras empuja hacia abajo el centro de la tapa de conectores para separarlo del cuerpo principal.



Nota:

Si la tapa del conector (inferior) está instalada, retire primero la tapa del conector (inferior).

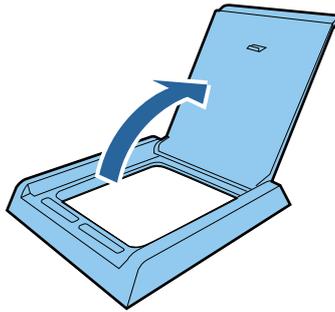
Colocación de la tapa del interruptor de encendido

Coloque la tapa del botón de encendido suministrada con el producto sobre el botón de encendido para evitar el funcionamiento accidental de este botón. Siga los pasos que se indican abajo para colocar la tapa del botón de encendido.

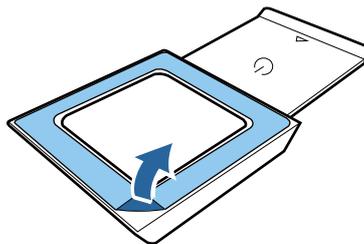
Nota:

Se recomienda limpiar la suciedad alrededor del botón de encendido antes de colocar la tapa.

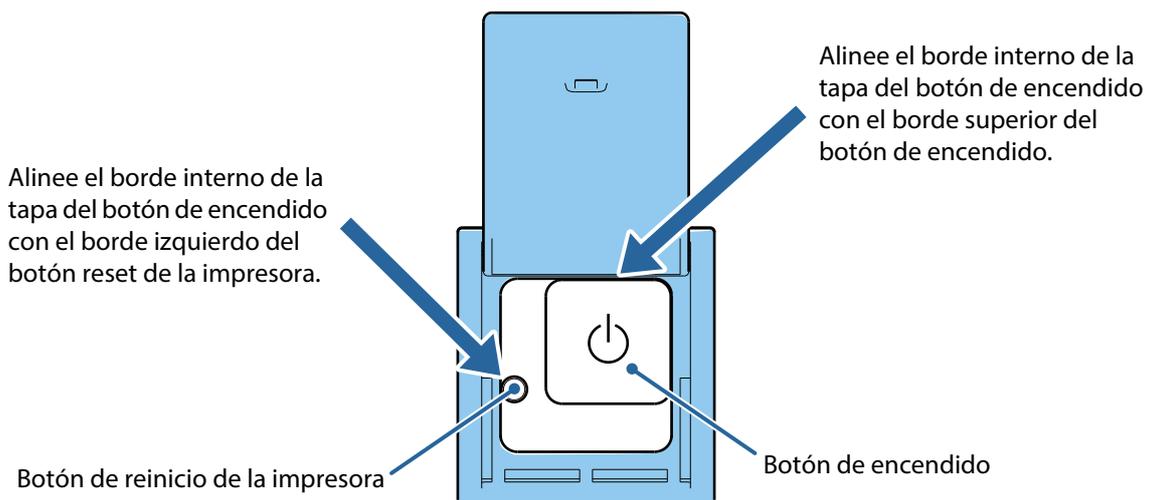
1. Abra la tapa del botón de encendido.



2. Retirar el papel posterior.



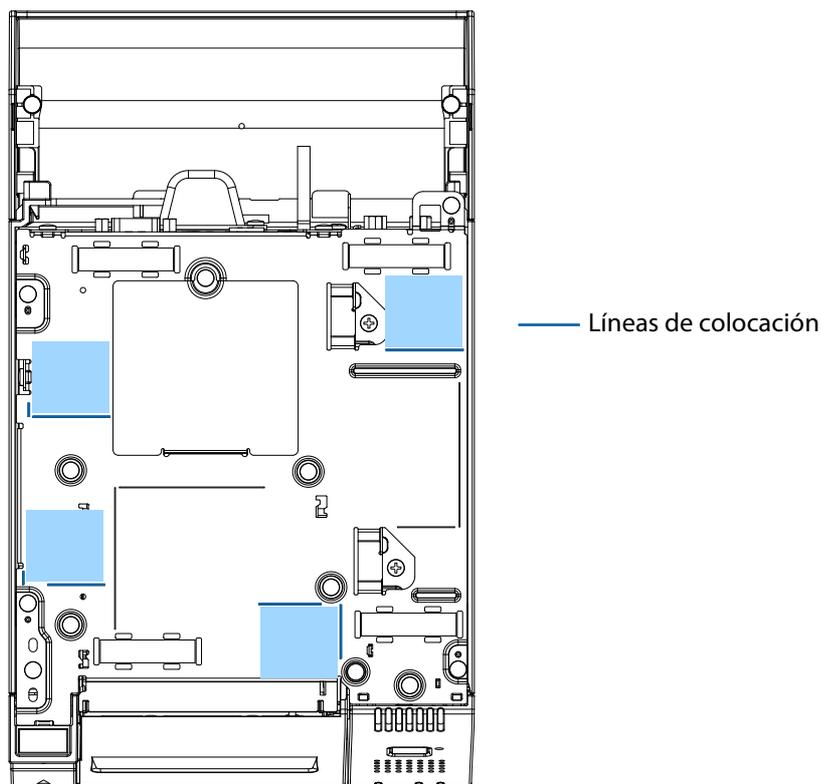
3. Coloque la tapa del botón de encendido como se muestra en la ilustración.



Fijación del producto

La cinta adhesiva opcional (modelo: DF-10) permite fijar el producto en la superficie de instalación. Siga estos pasos para utilizar la cinta adhesiva.

1. De vuelta el producto para ver el fondo.
2. Con dos trozos de cinta adhesiva combinada, retire el papel de la parte posterior de un lado de los trozos y péguelo en una de las posiciones indicadas en la parte inferior del producto.
3. Efectúe la misma operación pegando otros tres trozos de cinta en las posiciones especificadas.
4. Retire el papel posterior de cada trozo del lado opuesto de la cinta adhesiva, vuelva a dar vuelta el producto sobre la parte inferior y colóquelo y fíjelo bien sobre la superficie de instalación.



Operaciones básicas

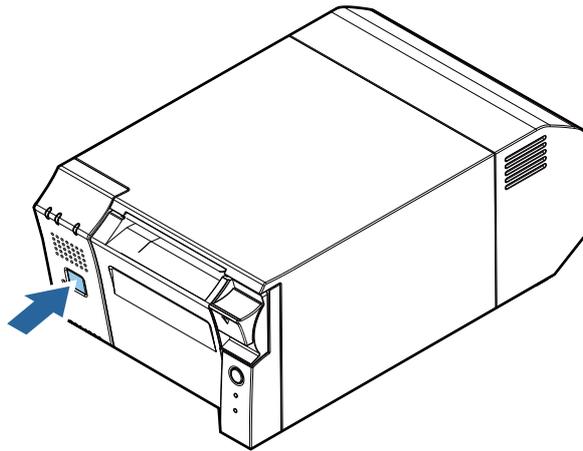
Apagado y encendido



PRECAUCIÓN:

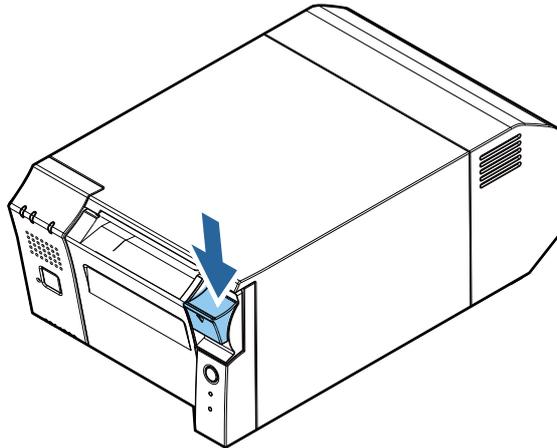
- ❑ Si apaga el producto, espere más de 10 segundos antes de volverlo a encender.
- ❑ Cuando el producto está apagado o en modo de espera, no mantenga pulsado el botón de encendido durante más de 4 segundos.

Pulse el botón de encendido para encender o apagar el producto.



Apertura de la tapa del rollo de papel

Pulse la palanca de apertura de la tapa para abrir la tapa del rollo de papel.



Controlar el volumen del altavoz

Puede controlar el volumen del altavoz con el sistema operativo del producto.

Terminación forzada



PRECAUCIÓN:

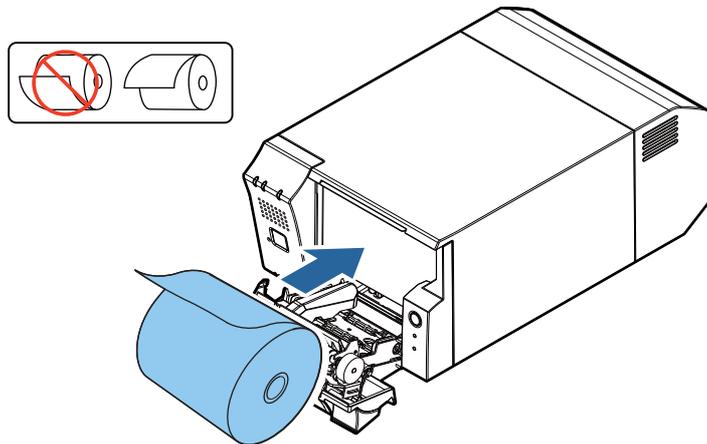
Cuando se realiza la terminación forzada, se pierden todos los datos no guardados y puede ser necesario recuperar el sistema operativo.

Si no puede apagar el producto usando las aplicaciones o el sistema operativo, en última instancia, puede efectuar la terminación forzada manteniendo pulsado el botón de encendido durante aproximadamente 4 segundos.

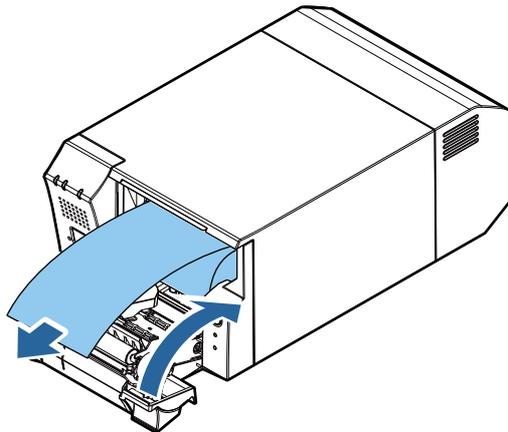
Colocación/Sustitución del rollo de papel

Proceda tal y como se indica a continuación para colocar o sustituir el rollo de papel.

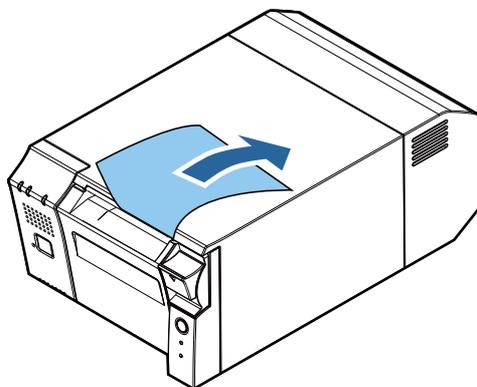
1. Abra la tapa del rollo de papel. (↪ ["Apertura de la tapa del rollo de papel"](#) en la página 15)
2. Extraiga el núcleo del rollo de papel usado, si procede.
3. Inserte el rollo de papel en la dirección correcta.



4. Extraiga un poco de papel y cierre la tapa del rollo de papel.



5. Corte el papel.



Limpieza

Limpieza de la carcasa del producto

Compruebe que ha apagado el producto y limpie la suciedad de la carcasa con un paño seco o húmedo. En caso de suciedad persistente, pase un trapo ligeramente humedecido con detergente neutro suave.

PRECAUCIÓN:

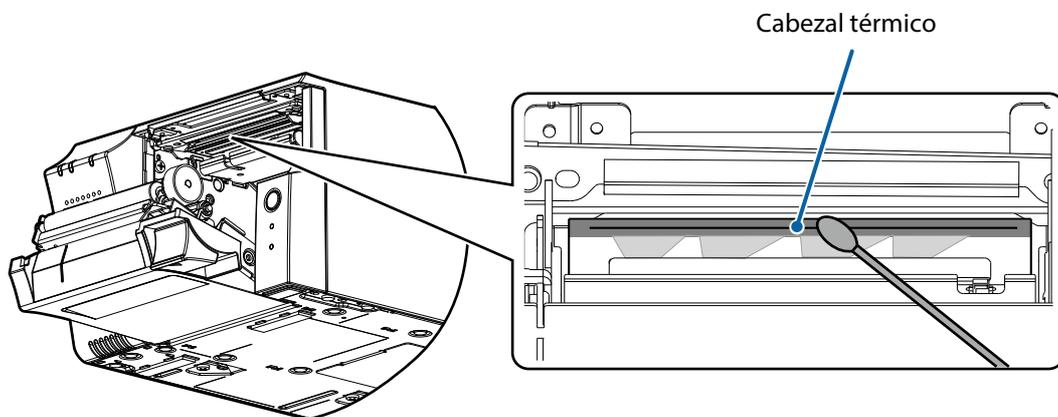
No limpie nunca el producto con alcohol, bencina, diluyentes u otros disolventes. Si lo hace puede dañar o romper las piezas de plástico y caucho.

Limpieza del cabezal térmico

Para conservar la calidad de impresión, Epson recomienda limpiar periódicamente el cabezal térmico (normalmente cada 3 meses) tal y como se indica a continuación.

PRECAUCIÓN:

- El cabezal de térmico puede alcanzar una temperatura muy elevada después de la impresión. Procure no tocarlo y déjelo enfriar antes de limpiarlo.
 - No dañe el cabezal térmico tocándolo con los dedos o con algún objeto duro.
1. Apague el producto. ( "Apagado y encendido" en la página 15)
 2. Abra la tapa del rollo de papel. ( "Apertura de la tapa del rollo de papel" en la página 15)
 3. Limpie los elementos térmicos del cabezal térmico con un bastoncillo de algodón humedecido en una solución alcohólica (etanol o alcohol isopropílico).



Resolución de problemas

La alimentación no se activa

Compruebe si el adaptador de CA está correctamente conectado. (↗ ["Conexión del adaptador de CA" en la página 9](#))

El indicador de Error (Error) está encendido

- Compruebe que la tapa del rollo de papel esté correctamente cerrada.
- Si el indicador de **Paper** (Papel) está encendido, compruebe que el rollo de papel esté correctamente instalado y de que aún quede papel en el rollo. (↗ ["Colocación/Sustitución del rollo de papel" en la página 17](#))

El indicador de Error (Error) parpadea

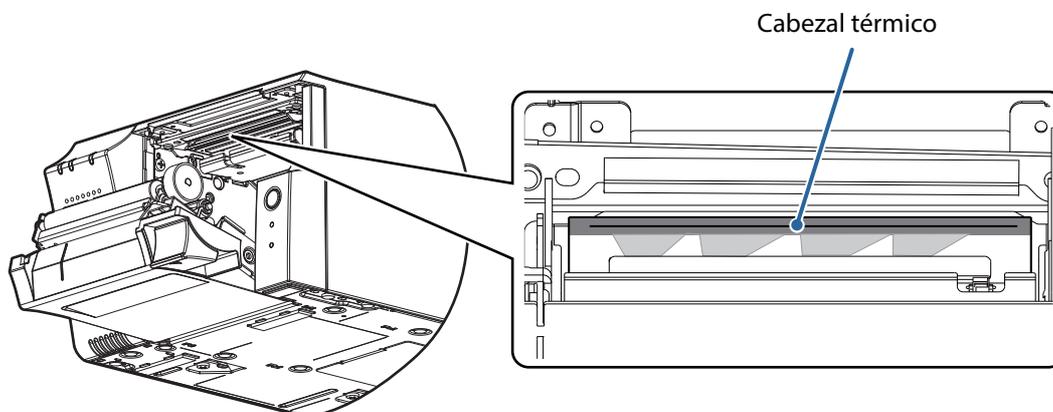
- Compruebe si hay algún atasco de papel. Si hay algún atasco, elimínelo. (↗ ["El papel se ha atascado" en la página 19](#))
- La impresión se detiene si el cabezal se recalienta y se reanuda automáticamente cuando este se enfría.
- En otros casos, apague el aparato y vuélvala a encender después de 10 segundos.

El papel se ha atascado



PRECAUCIÓN:

No toque el cabezal térmico ya que puede alcanzar una temperatura muy elevada después de la impresión.



Cuando se produzca un atasco de papel, nunca saque el papel forzándolo. Abra la tapa del rollo de papel (↗ ["Apertura de la tapa del rollo de papel" en la página 15](#)) y retire el papel atascado.

Especificaciones

Elemento	Especificaciones	
CPU	<ul style="list-style-type: none"> Modelo Celeron Intel® Celeron 3965U 2,20 GHz (2 MB SmartCache) Modelo Core™ i3 Intel® Core™ i3-7100U 2,40 GHz (3 MB SmartCache) Modelo Core™ i5 Intel® Core™ i5-7300U 2,60 GHz 3,50 GHz durante burst (3 MB SmartCache) 	
Memoria principal	4 GB, DDR4-2133, SO-DIMM slot	
Almacenamiento de seguridad	SATA SSD* ¹	
Interfaz	Ethernet	10BASE-T/100BASE-TX/1000BASE-T
	USB 3.0 (×6)* ²	USB 3.0 (tipo A) Suministro de alimentación: CC 5 V, 900 mA
	USB 2.0 (×2)* ²	<ul style="list-style-type: none"> USB 2.0 (tipo A) ×1 Suministro de alimentación: CC 5 V, 500 mA USB 2.0 (tipo C) ×1 Suministro de alimentación: CC 5 V, 3 A
	Serie	D-sub de 9 patillas macho
	VGA	D-sub de 15 patillas hembra
	HDMI	Conector HDMI estándar de tipo A 19 pines, hembra
	Drawer kick	RJ12 de 6 patillas Suministro de alimentación: 24 V CC, 1 A
	Salida de línea	Minijack φ 3,5 mm
Batería de seguridad RTC/CMOS	Batería de litio para la reserva RTC/CMOS	
Función de sonido	Altavoz monofónico integrado	
Método de impresión	Impresión térmica de líneas	
Velocidad de impresión máxima	250 mm/s	
Rollo de papel	Anchura del papel	79,5 mm ± 0,5 mm (3,13" ± 0,02")
	Diámetro	83 mm (3,27") en el punto máximo
	Núcleo del rollo de papel	Diámetro interno: 12 mm (0,47") Diámetro externo: 18 mm (0,71")
Software	Sistema operativo	Windows10 IoT Enterprise LTSB 2016 Windows10 IoT Enterprise LTSC 2021
	Programa de control del dispositivo	Dispositivo ePOS
Temperatura	Funcionamiento	5 a 40°C (41 a 104°F)
	Almacenamiento	-10 a 50°C (14 a 122 °F)
Humedad	Funcionamiento	10 a 90 % (sin condensación)
	Almacenamiento	10 a 90 % (sin condensación)
Altitud	0 a 3000 m {0 a 9842,52 pies} por encima del nivel del mar	
Dimensiones generales (incluida tapa del conector)	An × D × H: 172 mm × 290 mm × 114 mm (6,77" × 11,42" × 4,49")	
Peso (sin rollo de papel)	Aprox. 2,8 kg (6,17 lb)	

*1: La capacidad difiere en cada modelo.

*2: La capacidad de corriente máxima que puede suministrarse es de 4,2 A en total para todos los puertos USB.

Apéndice

Restricciones de uso

Cuando este producto se use en aplicaciones que requieran alta fiabilidad/seguridad tales como dispositivos de transporte relacionados con la aviación, los ferrocarriles, la marina, el sector automotor, etc.; dispositivos de prevención de desastres; dispositivos varios de seguridad, etc.; o dispositivos funcionales/de precisión, etc., deberá utilizar el producto únicamente después de evaluar la incorporación de protecciones contra fallos y redundancias en su diseño para mantener la seguridad y la fiabilidad total del sistema. Puesto que este producto no ha sido diseñado para su uso en aplicaciones que requieran una fiabilidad/seguridad sumamente elevadas tales como equipos aeroespaciales, equipos principales de comunicación, equipos de control en plantas nucleares o equipos médicos de tratamientos médicos directos, etc., usted deberá decidir si es adecuado después de realizar una evaluación completa.

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AVISO: El contenido de este manual está sujeto a cambios sin previo aviso.

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- 2) Proporcionamos el código fuente de los programas GPL y los programas LGPL hasta cinco (5) años después de que se interrumpa la fabricación del mismo modelo de impresora. Si desea recibir el citado código fuente, póngase en contacto con el servicio de asistencia al cliente correspondiente a su región. Deberá cumplir las condiciones de la licencia de cada programa de software de código abierto.
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Esta impresora incluye software desarrollado por el proyecto OpenSSL para su uso con el kit de herramientas de OpenSSL (<http://www.openssl.org/>).
Este producto incluye el software criptográfico desarrollado por Eric Young (eay@cryptsoft.com).
- 5) La lista de los programas de software de código abierto que incluye esta impresora y todos los contratos de licencias en su totalidad de cada licencia pueden consultarse en la siguiente URL.
<http://xxx.xxx.xxx.xxx/licenses/>

* En la parte subrayada de la URL anterior, indique la dirección IP de cada impresora.

MICROSOFT SOFTWARE LICENSE TERMS

WINDOWS 10 IOT ENTERPRISE & MOBILE (ALL EDITIONS)

IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 9. IT AFFECTS HOW DISPUTES ARE RESOLVED.

Thank you for choosing Microsoft!

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft.

This agreement describes your rights and the conditions upon which you may use the Windows software. You should review the entire agreement, including any supplemental license terms that accompany the software and any linked terms, because all of the terms are important and together create this agreement that applies to you. You can review linked terms by pasting the (aka.ms/) link into a browser window.

By accepting this agreement or using the software, you agree to all of these terms, and consent to the transmission of certain information during activation and during your use of the software as per the privacy statement described in Section 3. If you do not accept and comply with these terms, you may not use the software or its features. You may contact the device manufacturer or installer, or your retailer if you purchased the software directly, to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund or credit, if any.

1. Overview.

- a. **Applicability.** This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as mail, calendar, contacts, music and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.
- b. **Additional terms.** Depending on your device's capabilities, how it is configured, and how you use it, additional Microsoft and third party terms may apply to your use of certain features, services and apps.
 - (i) Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at (aka.ms/msa). You can view these terms and policies by looking at the service terms of use or the app's settings, as applicable; please read them. The services may not be available in all regions.
 - (ii) The manufacturer or installer may also preinstall apps, which will be subject to separate license terms.
 - (iii) The software may include third party software such as Adobe Flash Player that is licensed under its own terms. You agree that your use of Adobe Flash Player is governed by the license terms for Adobe Systems Incorporated at (aka.ms/adobeflash). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
 - (iv) The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgements, if any, for the third party program can be view at (aka.ms/thirdpartynotices).

2. Installation and Use Rights.

- a. **License.** The software license is permanently assigned to the device with which you acquired the software. You may only use the software on that device.
- b. **Device.** In this agreement, "device" means a physical hardware system) with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.
- c. **Restrictions.** The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:
 - (i) use or virtualize features of the software separately;
 - (ii) publish, copy (other than the permitted backup copy), rent, lease, or lend the software;
 - (iii) transfer the software (except as permitted by this agreement);
 - (iv) work around any technical restrictions or limitations in the software;
 - (v) use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;

- (vi) reverse engineer, decompile, or disassemble the software, or attempt to do so, except and only to the extent that the foregoing restriction is (a) permitted by applicable law; (b) permitted by licensing terms governing the use of open source components that may be included with the software; or (c) required to debug changes to any libraries licensed under the GNU Lesser General Public License which are included with and linked to by the software; and
- (vii) when using Internet-based features you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.

d. Multi use scenarios.

- (i) **Multiple versions.** If when acquiring the software, you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
- (ii) **Multiple or pooled connections.** Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.
- (iii) **Device connections.** You may allow up to 20 other devices to access the software installed on the licensed device for the purpose of using the following software features: file services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. The 20 connection limit applies to devices that access the software indirectly through "multiplexing" or other software or hardware that pools connections. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.
- (iv) **Remote access.** Users may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.
- (v) **Remote assistance.** You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user's computer, usually to correct problems.
- (vi) **POS application.** If the software is installed on a retail point of service device, you may use the software with a point of service application ("POS Application"). A POS Application is a software application which provides only the following functions: (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions, and/or (ii) provide information directly and indirectly to customers about available products and services. You may use other programs with the software as long as the other programs: (i) directly support the manufacturer's specific use for the device, or (ii) provide system utilities, resource management, or anti-virus or similar protection. For clarification purposes, an automated teller machine ("ATM") is not a retail point of service device.
- (vii) **Cloud Computing Devices.** If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. "Desktop functions," as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes but is not limited to email, word processing, spreadsheets, database, scheduling, network or internet browsing and personal finance.
- (viii) **Desktop Functions.** If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.

e. Specific Use. The manufacturer designed the licensed device for a specific use. You may only use the software for that use.

f. Backup copy. You may make a single copy of the software for backup purposes, and may also use that backup copy to transfer the software if it was acquired as stand-alone software, as described below.

3. Privacy; Consent to Use of Data. Your privacy is important to us. Some of the software features send or receive information when using those features. Many of these features can be switched off in the user interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement available at (aka.ms/privacy), and as may be described in the user interface associated with the software features.

4. Transfer

a. Software preinstalled on device. If you acquired the software preinstalled on a device, you may transfer the license to use the software directly to another user, only with the licensed device. The transfer must include the software and, if provided with the device, an authentic Windows label including the product key. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software.

b. Stand-alone software. If you acquired the software as stand-alone software, you may transfer the software to another device that belongs to you. You may also transfer the software to a device owned by someone else if (i) you are the first licensed user of the software and (ii) the new user agrees to the terms of this agreement. You may use the backup copy we allow you to make or the media that the software came on to transfer the

software. Every time you transfer the software to a new device, you must remove the software from the prior device. You may not transfer the software to share licenses between devices.

5. **Authorized Software and Activation.** You are authorized to use this software only if you are properly licensed and the software has been properly activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur, and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. Successful activation does not confirm that the software is genuine or properly licensed. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see (aka.ms/genuine). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.
6. **Updates.** You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. The software periodically checks for system and app updates, and may download and install them for you. To the extent automatic updates are enabled on your device, by accepting this agreement, you agree to receive these types of automatic updates without any additional notice.
7. **Geographic and Export Restrictions.** If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit (aka.ms/georestrict) and (aka.ms/exporting).
8. **Support and Refund Procedures.** For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at (aka.ms/mssupport). If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund.
9. **Binding Arbitration and Class Action Waiver if You Live in (or if a Business Your Principal Place of Business is in) the United States.**

We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can't, you and we agree to **binding individual arbitration before the American Arbitration Association ("AAA") under the Federal Arbitration Act ("FAA"), and not to sue in court in front of a judge or jury.** Instead, a neutral arbitrator will decide and the arbitrator's decision will be final except for a limited right of appeal under the FAA. **Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren't allowed. Nor is combining individual proceedings without the consent of all parties.** "We," "our," and "us" includes Microsoft, the device manufacturer, and software installer.

- a. **Disputes covered—everything except IP.** The term "dispute" is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, **except disputes relating to the enforcement or validity of your, your licensors', our, or our licensors' intellectual property rights.**
- b. **Mail a Notice of Dispute first.** If you have a dispute and our customer service representatives can't resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at (aka.ms/disputeform). We'll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
- c. **Small claims court option.** Instead of mailing a Notice of Dispute, and if you meet the court's requirements, you may sue us in small claims court in your county of residence (or if a business your principal place of business) or our principal place of business—King County, Washington USA if your dispute is with Microsoft. We hope you'll mail a Notice of Dispute and give us 60 days to try to work it out, but you don't have to before going to small claims court.
- d. **Arbitration procedure.** The AAA will conduct any arbitration under its Commercial Arbitration Rules (or if you are an individual and use the software for personal or household use, or if the value of the dispute is \$75,000 USD or less whether or not you are an individual or how you use the software, its Consumer Arbitration Rules). For more information, see (aka.ms/adr) or call 1-800-778-7879. To start an arbitration, submit the form available at (aka.ms/arbitration) to the AAA; mail a copy to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving \$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. Any in-person hearing will take place in your county of residence (of if a business your principal place of business) or our principal place of business—King County, Washington if your dispute is with Microsoft. You choose. The arbitrator may

award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually to satisfy your individual claim.

e. Arbitration fees and payments.

- (i) **Disputes involving \$75,000 USD or less.** The manufacturer or installer (or Microsoft if your dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject our last written settlement offer made before the arbitrator was appointed, your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than this last written offer, the manufacturer or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award or \$1,000 USD; (2) pay your reasonable attorney's fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts unless you and we agree on them.
- (ii) **Disputes involving more than \$75,000 USD.** The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
- (iii) **Disputes involving any amount.** If you start an arbitration we won't seek our AAA or arbitrator's fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator's fees and expenses. We won't seek our attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

f. Must file within one year. You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes — see Section 9.a.) within one year from when it first could be filed. Otherwise, it's permanently barred.

g. Severability. If the class action waiver is found to be illegal or unenforceable as to all or some parts of a dispute, those parts won't be arbitrated but will proceed in court, with the rest proceeding in arbitration. If any other provision of Section 9 is found to be illegal or unenforceable, that provision will be severed but the rest of Section 9 still applies.

h. Conflict with AAA rules. This agreement governs if it conflicts with the AAA's Commercial Arbitration Rules or Consumer Arbitration Rules.

i. Microsoft as party or third-party beneficiary. If Microsoft is the device manufacturer or if you acquired the software from a retailer, Microsoft is a party to this agreement. Otherwise, Microsoft is not a party but is a third-party beneficiary of your agreement with the manufacturer or installer to resolve disputes through informal negotiation and arbitration.

10. Governing Law. The laws of the state or country where you live (or if a business where your principal place of business is located) govern all claims and disputes concerning the software, its price, or this agreement, including breach of contract claims and claims under state consumer protection laws, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, regardless of conflict of law principles. In the United States, the FAA governs all provisions relating to arbitration.

11. Consumer Rights, Regional Variations. This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:

a. Australia. References to "Limited Warranty" are references to the express warranty provided by Microsoft or the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law.

In this section, "goods" refers to the software for which Microsoft or the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

b. Canada. You may stop receiving updates on your device by turning off Internet access. If and when you re-connect to the Internet, the software will resume checking for and installing updates.

c. European Union. The academic use restriction in Section 12.d(i) below does not apply in the jurisdictions listed on this site: (aka.ms/academicuse).

d. Germany and Austria.

(i) **Warranty.** The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed software.

(ii) **Limitation of Liability.** In case of intentional conduct, gross negligence, claims based on the Product Liability Act, as well as, in case of death or personal or physical injury, the manufacturer or installer, or Microsoft is liable according to the statutory law.

Subject to the preceding sentence, the manufacturer or installer, or Microsoft will only be liable for slight negligence if the manufacturer or installer or Microsoft is in breach of such material contractual obligations,

the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, the manufacturer or installer or Microsoft will not be liable for slight negligence.

- e. **Other regions.** See (aka.ms/variations) for a current list of regional variations

12. Additional Notices.

- a. **Networks, data and Internet usage.** Some features of the software and services accessed through the software may require your device to access the Internet. Your access and usage (including charges) may be subject to the terms of your cellular or internet provider agreement. Certain features of the software may help you access the Internet more efficiently, but the software's usage calculations may be different from your service provider's measurements. You are always responsible for (i) understanding and complying with the terms of your own plans and agreements, and (ii) any issues arising from using or accessing networks, including public/open networks. You may use the software to connect to networks, and to share access information about those networks, only if you have permission to do so.
- b. **H.264/AVC and MPEG-4 visual standards and VC-1 video standards.** The software may include H.264/MPEG-4 AVC and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:
THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE ABOVE STANDARDS ("VIDEO STANDARDS") AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE WWW.MPEGLA.COM
- c. **Malware protection.** Microsoft cares about protecting your device from malware. The software will turn on malware protection if other protection is not installed or has expired. To do so, other antimalware software will be disabled or may have to be removed.
- d. **Limited rights versions.** If the software version you acquired is marked or otherwise intended for a specific or limited use, then you may only use it as specified. You may use other programs with the software as long as the other programs directly support the manufacturer's specific use for the device, or provide system utilities, resource management, or anti-virus or similar protection.
- (i) **Academic.** For academic use, you must be a student, faculty or staff of an educational institution at the time of purchase.
- (ii) **Evaluation.** For evaluation (or test or demonstration) use, you may not sell the software, use it in a live operating environment, or use it after the evaluation period. Notwithstanding anything to the contrary in this Agreement, evaluation software is provided "AS IS".
- (iii) **NFR.** You may not sell software marked as "NFR" or "Not for Resale".

13. **Entire Agreement.** This agreement (together with the printed paper license terms or other terms accompanying any software supplements, updates, and services that are provided by the manufacturer or installer, or Microsoft, and that you use), and the terms contained in web links listed in this agreement, are the entire agreement for the software and any such supplements, updates, and services (unless the manufacturer or installer, or Microsoft, provides other terms with such supplements, updates, or services). You can review this agreement after your software is running by going to (aka.ms/useterms) or going to Settings - System - About within the software. You can also review the terms at any of the links in this agreement by typing the URLs into a browser address bar, and you agree to do so. You agree that you will read the terms before using the software or services, including any linked terms. You understand that by using the software and services, you ratify this agreement and the linked terms. There are also informational links in this agreement. The links containing notices and binding terms are:
- [Windows 10 Privacy Statement \(aka.ms/privacy\)](https://aka.ms/privacy)
 - [Microsoft Services Agreement \(aka.ms/msa\)](https://aka.ms/msa)
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